Universal Provider Dashboard

EviCore
By EVERNORTH
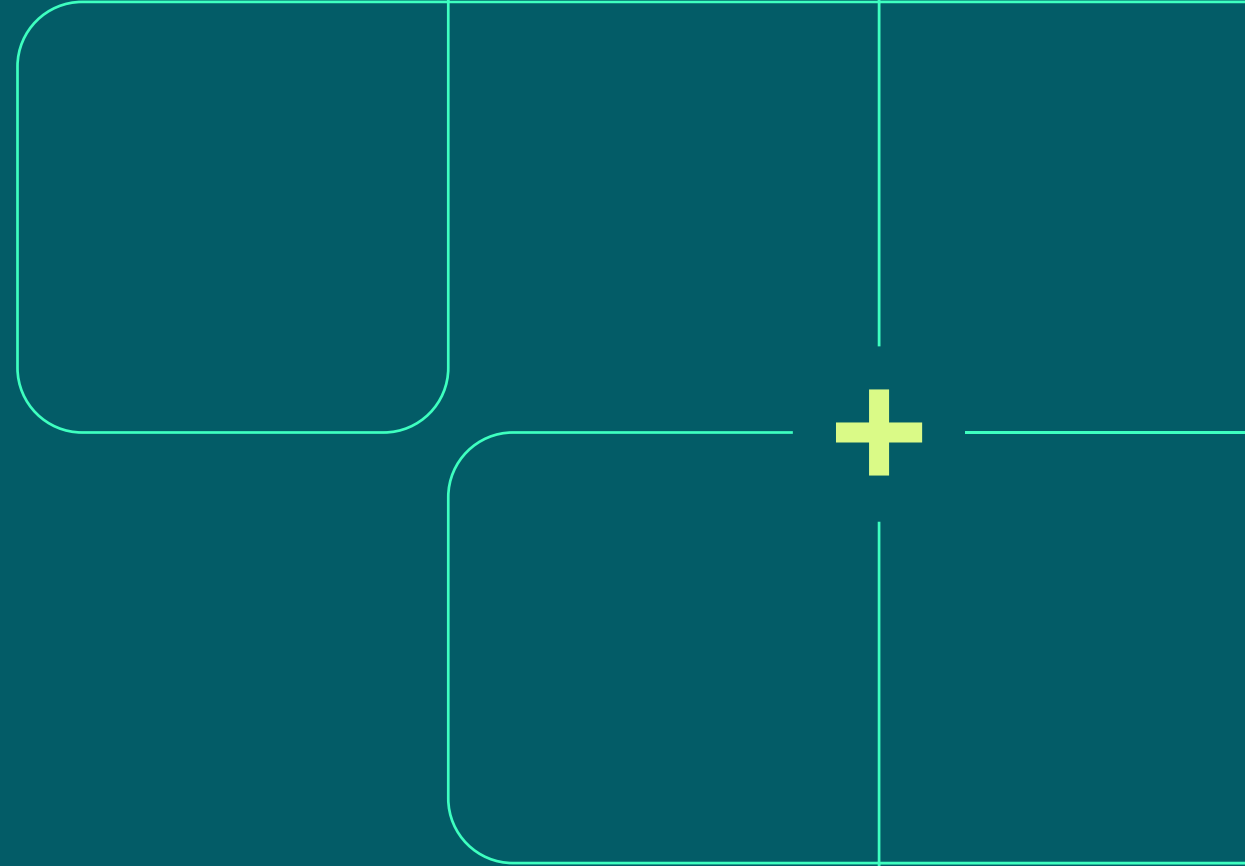
UPX Unified Dashboard Training

This training document will walk you through the features that are available to you on the new Unified Provider Experience (UPX) Dashboard, including the home page which displays both CareCore National and MedSolutions requests that you have submitted.

It also covers the following:

1. How to initiate any actionable items for your case

2. View more detailed information

3. Link to the legacy system

4. Share your worklist

5. Request an authorization

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Main Dashboard

The image below reflects the dashboard page you will land on when you sign in to the evicore.com website. You will have access to the original portals by clicking on the Request ID number or by using the portal dropdown list. You can sort your requests by using the tabs at the top of the list.

Row Expansion – CareCore National

To see additional case details for requests you initiated on CareCore National, click on the plus sign "+" and the row will drop open for you.

Row Expansion – MedSolutions

To see additional case details for requests you initiated on the MedSolutions portal, click on the plus sign "+" and select the link to navigate to the portal.
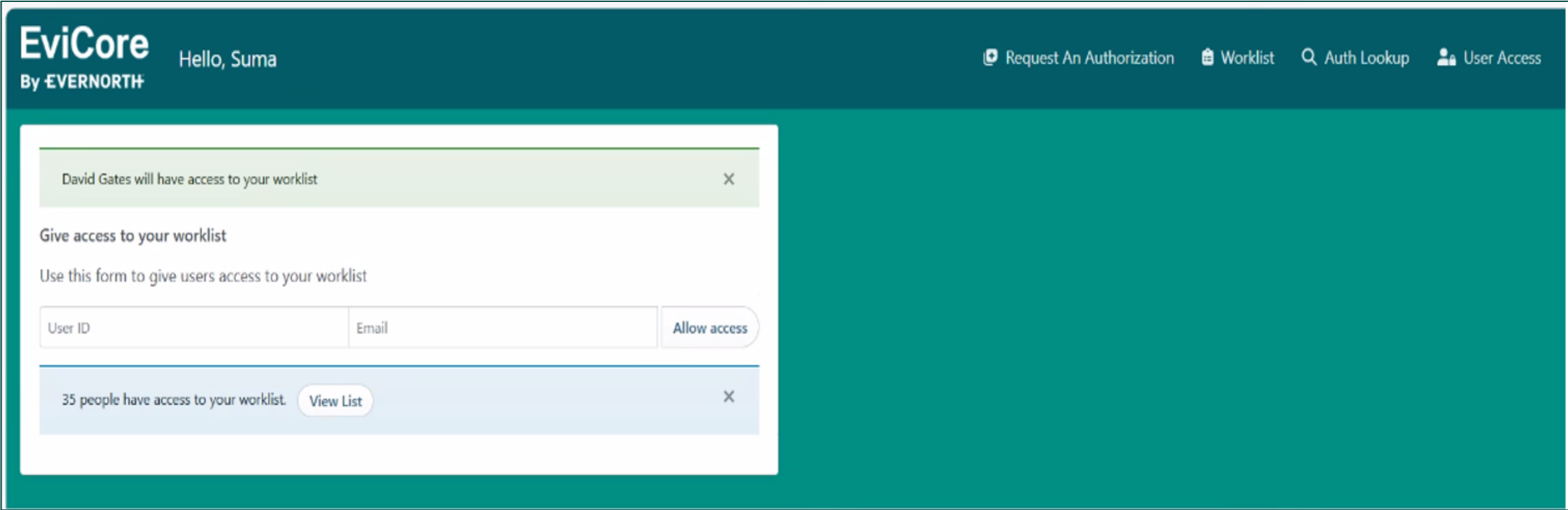
Provider Shared Worklist

To allow others to view your worklist while you are out of the office you can add them by selecting "User Access" and add their User ID and Email Address. They must have an EviCore account to be added.

Worklist Access View

David Gates will have access to your worklist ✕

Give access to your worklist

Use this form to give a users access to your worklist

| User ID | Email | ⊕ Allow access |

35 people have access to your worklist. [View List] ✕

Click "View List" to see who has access to your worklist. You will have the ability to remove team members from your list.

Users with access My Worklist

Full name	User ID	Email address	Actions
David Gates	DGates	david.gates@evicore.com	⊗ Remove
Hannah Martin	HMartin	hannah.martin@evicore.com	⊗ Remove

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Request an Authorization

You can request an authorization by clicking on "Request an Authorization." After selecting the health plan and program you will be directed to the correct portal to initiate your request.