EviCore
By EVERNORTH

Unified Provider Experience (UPX) Dashboard
Frequently Asked Questions (FAQ)

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> **Introducing the UPX Dashboard on EviCore.com**
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> The UPX Dashboard is a new feature available on the provider portal at EviCore.com, designed to enhance case management. This dashboard enables users to share worklists and streamline case initiation, making it easier to collaborate and manage cases efficiently. UPX will continue to evolve, with ongoing enhancements aimed at improving the overall user experience.

Does the UPX Dashboard change how the CareCore National / MedSolutions portals work?

No. The rollout of the UPX Dashboard does not change any existing functionality, restrictions, or credentials for CareCore National or MedSolutions. You can continue managing cases as usual through the Authorization Lookup features on both platforms.

Where can I find training or educational material for UPX?

Visit the following hyperlink for helpful resources and guidance on navigating the UPX Dashboard. Universal Provider Dashboard

Can I access the UPX Dashboard through a health plan portal?

No. If you access the EviCore portal via a health plan portal (also known as Single Sign-On or SSO), the UPX Dashboard will not be visible. To experience the UPX Dashboard, you must log in directly through EviCore.com.

Helpful hint: If you're creating a new account on EviCore.com, we recommend selecting CareCore National as your default portal.

Is there a limit to how many users with whom I can share my worklist?

No, there is no limit. However, you should only share your worklist with individuals who are authorized to view and act on your behalf.

Can I share my worklist with users outside of my organization?

Yes. You may share your worklist with external users (e.g., facility staff), provided they are authorized and have completed the required attestations. They must also have an active portal account on EviCore.com.

Important note: It is your responsibility to protect member PHI (Protected Health Information).

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How long do cases stay on the worklists?
Cases stay on the worklist for 90 days from the date they were initiated.

Can I filter the worklist by member ID or by provider?
You can filter by provider using the global search bar—just type the provider's name to narrow down the list. Currently, filtering by member ID is not available.

Where does the "Contact Us" option direct users?
Clicking Help / Contact in the top menu opens two options:
+ Resources: Links to provider resource sites, organized by health plan.
+ Contact Us: Directs to a webpage with EviCore's general phone number and address.