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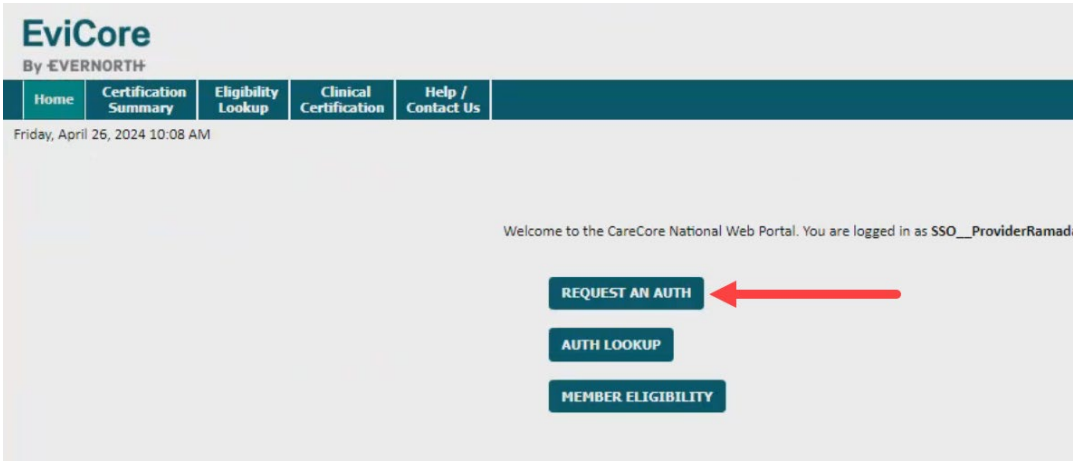
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Creating a Pharmacy Drug PA Request

1. Select “REQUEST AN AUTH”



Continued on next page



2. Select the radio dial "Pharmacy Drugs (Express Scripts Coverage)" and then click CONTINUE

EviCore
By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------

Thursday, August 01, 2024 4:39 PM

Request an Authorization

To begin, please select a program below:

- ☐ Durable Medical Equipment(DME)
- ☐ Gastroenterology
- ☐ Lab Management Program
- ☐ Medical Drug Management
- ☐ Medical Oncology Pathways
- ☐ Musculoskeletal Management
- ☒ Pharmacy Drugs (Express Scripts Coverage)
- ☐ Radiation Therapy Management Program (RTMP)
- ☐ Radiology and Cardiology
- ☐ Sleep Management

CONTINUE

[Click here for help](#)

3. Select/Enter the prescriber's information
Provider search will search only for providers that you have previously submitted a pharmacy drug PA request. If you have never submitted a pharmacy drug PA request for this particular prescriber, you will need to enter the provider's information manually.

Continued on next page



- a. Entering a provider – any field that has an “*” is required before continuing

Add Provider Information

Search for a provider below, or enter Provider details, to add a new one.

Provider Search:

NPI:*	<input type="text"/>
Suffix:	<input type="text"/>
First Name:*	<input type="text"/>
Last Name:*	<input type="text"/>
Street:*	<input type="text"/>
Address 2:	<input type="text"/>
City:*	<input type="text"/>
State:*	<input type="text" value="Select a state"/>
Zip:*	<input type="text"/>
Phone:*	<input type="text"/>
Fax:	<input type="text"/>

BACK

CONTINUE

Continued on next page

- b. Searching for a provider – Type in name and if you have submitted a case for that provider in the past, their information will populate. Click the record and all the fields will populate to allow you to continue.



EviCore

By EVERNORTH

Home

Certification Summary

Eligibility Lookup

Clinical Certification

Help / Contact Us

Friday, April 26, 2024 10:04 AM

Add Provider Information

Search for a provider below, or enter Provider details, to add a new one.

Provider Search:

Allen

Allen J. [REDACTED]

[REDACTED]

NPI:*

Suffix:

First Name:*

Last Name:*

Street:*

Address Line 2:

City:*

State:*

Zip:*

Phone:*

Fax:

Select a state

BACK

CONTINUE

Prescriber's information that is populated from the search feature can be edited after selected. You will be asked to confirm the changes to either update the existing record or create a new one.

Continued on next page

4. Enter the patient's information – all fields are required, then click SEARCH



Patient Eligibility Lookup

Patient Pharmacy ID:*

Date Of Birth:* MM/DD/YYYY

Patient First Name:*

Patient Last Name:*

SEARCH

Search Results:

BACK **CONTINUE**

Date of Birth must be entered as DD/MM/YYYY

- c. Select the patient from the search results that appear
- d. Click CONTINUE

Patient Eligibility Lookup

Patient Pharmacy ID:*

Date Of Birth:* MM/DD/YYYY

Patient First Name:*

Patient Last Name:*

SEARCH

Search Results:

	Patient Name	Patient Pharmacy ID	Date of Birth	Gender
SELECT	[REDACTED] L	1	[REDACTED]	[REDACTED]

BACK **CONTINUE**

Continued on next page




5. Enter the Drug Information

- a. In the “Search Pharmacy Drug” field, start typing the drug name to bring back options for selecting. Click on the drug from the list

Search Pharmacy Drug

Hum		
Drug Name	Dosage Form	Drug Strength
Humira	SYRINGEKIT	40MG / 0.8ML
Humira Pen	PEN IJ KIT	40MG / 0.8ML
Humira(CF)	SYRINGEKIT	40MG / 0.8ML



The search function engages after the 3rd letter is typed

Continued on next page



- b. Once the drug is selected, enter additional information about how the drug is to be taken. Any field with an asterisk is required before continuing to submit the PA Request. All other fields are optional.

Search Pharmacy Drug

Search by Brand or Generic drug name

Selected Drug: **Humira Pen, 40MG / 0.8ML**

Drug Form:* Pen

Quantity:* Pen has been selected as the drug form. Please select your quantity in Pen(s).
[2]

Day Supply:* [2]

Date of Service: MM/DD/YYYY

Pharmacy: ☐ This medication is being dispensed from an MTF (Military Treatment Facility)

DAW:* Should this prior Authorization be reviewed for this branded medication (Dispense as Written)?
If not, it will be processed for a generic equivalent.
☒ Yes (drug will NOT be substituted)
☐ No (drug may be substituted for an available generic brand on PA request)

Primary Diagnosis: Select a Primary Diagnosis Code (Lookup by Code or Description)
[] **LOOKUP**
Trouble selecting diagnosis code? Please follow [these steps](#)

Secondary Diagnosis: Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary Diagnosis is optional for Radiology
[] **LOOKUP**

Click the "Submit PA Request" button to submit this information to Express Scripts (If it is disabled, be sure all required fields have been completed). This electronic submission does not require a signature.

Express Scripts will respond automatically with your next steps.

BACK **SUBMIT PA REQUEST**

Continued on next page


- c. The data entered thus far will be submitted to Express-Scripts and the prior authorization questions for the patient's benefit plan will be returned



CARRIERS.CARECORENATIONAL.COM says
Case Num: [REDACTED]

Your data has been sent to Express Scripts.

Please wait while we retrieve the question set required for this PA.
(This can take up to 60 seconds)



- d. If the questionnaire fails to return, you will be automatically directed to the dashboard. We will continue to work to obtain the questionnaire and you will be able to come back and answer the questions later.

CARRIERS.CARECORENATIONAL.COM says
Case Num: [REDACTED]

Please click OK to return to the Dashboard. Once the Request has been updated, you may continue your questionnaire at that time

OK

Continued on next page



6. Answer all questions presented

- a. To answer a question, select the corresponding radio dial

Questionnaire

Please provide all information requested. Failure to complete this form in its entirety may result in delayed processing or the PA request will be closed for lack of information. All questions required to submit.

Questions

Is the patient currently receiving the requested medication?

☐ Yes

☐ No

NEXT

- b. When a radio dial is selected, the NEXT will become active. Click

NEXT

Questionnaire

Please provide all information requested. Failure to complete this form in its entirety may result in delayed processing or the PA request will be closed for lack of information. All questions required to submit.

Questions

Is the patient currently receiving the requested medication?

☒ Yes

☐ No

NEXT

- c. Some questions will have free form entry – enter your answer by typing in the provided field

Continued on next page



- d. If need to go back and change an answer to a question, hit the PREVIOUS button

Questionnaire

Please provide all information requested. Failure to complete this form in its entirety may result in delayed processing or the PA request will be closed for lack of information. All questions required to submit.

Questions

Is the patient currently receiving the requested medication?

☒ Yes

☐ No

Is the customer's condition on or around the eyes, eyelids, axilla, or genitalia?

type answer here

PREVIOUS

NEXT

- e. Upload a document as needed
- Select "Choose File"
 - Select document to attach

Document Upload

Upload supporting documentation below. (Must be png, tiff, jpeg, or pdf format. Maximum file size: 10MB)

Choose File

- f. Continue answering questions until the "SEND TO PLAN" button activates by becoming darker in color.

CANCEL REQUEST

SAVE
(Finish Later)

SEND TO PLAN

CANCEL REQUEST

SAVE
(Finish Later)

SEND TO PLAN

Continued on next page

- g. Once all questions have been answered and an attachment has been uploaded (if necessary), select SEND TO PLAN



CARRIERS.CARECORENATIONAL.COM says
Case Num: [REDACTED]

Your data has been sent to Express Scripts.

Please wait while we retrieve the question set required for this PA.
(This can take up to 60 seconds)

- h. Sometimes submitted answers need time for review. In those situations, click “OK” to route to the dashboard

CARRIERS.CARECORENATIONAL.COM says
Case Num: [REDACTED]

Your request has been received and is under review.
This may take up to 72 hours to receive a response.

- i. To save all progress, including any questions answered thus far, click “SAVE (Finish Later)”. You will be directed to the dashboard where you can come back later and resume activity where you stopped.
- j. To cancel all progress, including any questions answered thus far, click CANCEL REQUEST. You will be directed to the dashboard and will see that the request has been cancelled.

Status	PA Note	Case Initiation Date	Updated Status Date	Upld
Cancelled				X
				V
				V

CaseId : 2 [REDACTED] 24; Status : Cancelled; Explanation : HU [REDACTED] A
4 [REDACTED] T.

Continued on next page

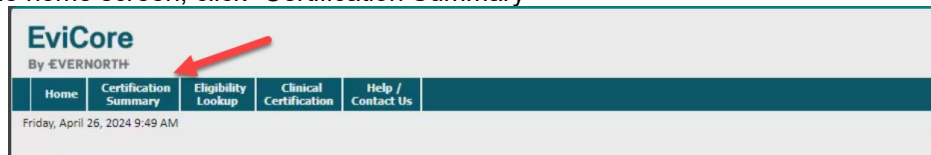


Dashboard (Certification Summary)

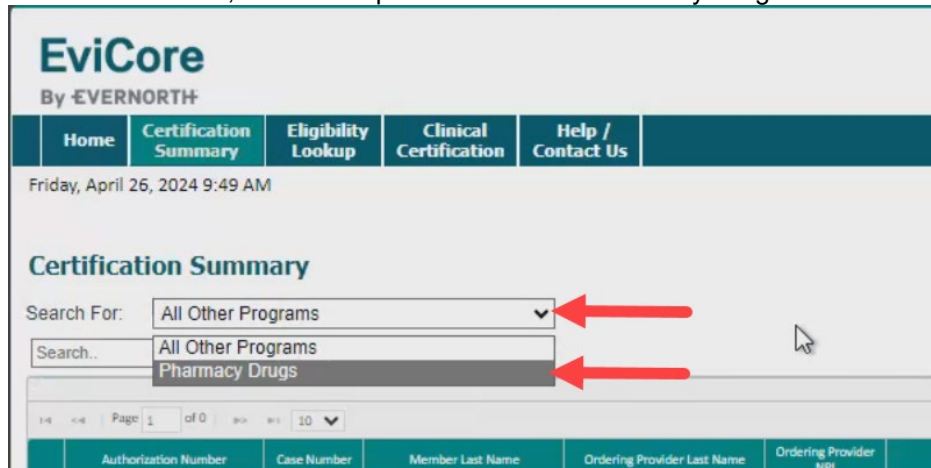
The Dashboard is where you can see both see the status of all cases you have submitted, search for other cases, or start another New Drug PA request. You can also view documents uploaded for a PA Case.

Navigating to Pharmacy Drugs Dashboard without building a case

1. From the home screen, click "Certification Summary"



2. In the "Search For" section, use the drop down to select "Pharmacy Drugs"



Continued on next page

Searching for a pharmacy Case



1. In the Pharmacy Drugs Dashboard, type in the case number and select “SEARCH”

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By EVERNORTH

Home Certification Summary Eligibility Lookup Clinical Certification Help / Contact Us

Friday, April 26, 2024 9:49 AM

Certification Summary

Search For: Pharmacy Drugs

Search by Case Number

SEARCH

NOTE: Access to a case is restricted to

- The user who created it
- The user's account registered with the NPI of the provider associated with the case
- The user has the NPI of the provider associated with the case in the Manage Your Account tab

2. If case is not retrieved, a message of “no data available in table” will display

Certification Summary

Search For: Pharmacy Drugs

Search by Case Number

SEARCH

Refreshed data on: 9/3/2025 04:33 PM ([refresh now](#))

10 entries per page

Case Number	Patient Name	Drug Name	Status	PA Note	Case Initiation Date
No data available in table					

Showing 0 to 0 of 0 entries

- a. Can search again to ensure case number was entered correctly
- b. Go to the [Manage Your Account](#) tab to verify if you need to update your account with the NPI of the provider associated with the case

Continued on next page


Definition of Status of cases:



1. Approved cases will show a status of "Approved PA"
 - a. Can hover mouse over the blue icon under the column of PA Note to see more details around that approval.

Status	PA Note	Case Initiation Date	Updated Status Date	Uploaded Documents
Approved (PA)				View Documents
				View Documents

2. Denied cases will show a status of "Denied PA".
 - a. Can hover mouse over the blue icon under the column of PA Note to see more details around that denial and how to create an appeal

Status	PA Note	Case Initiation Date	Updated Status Date	Uploaded Documents
Denied (PA) - Appeal				View Documents

3. Waiting: ESI to send Question Set
 - a. This happens when the questionnaire fails to return after you have entered all the provider, patient and drug information and have submitted the PA Request. Express Scripts will be working to obtain the plan's PA Question Set so that you can complete the PA Questionnaire.

Patient Name	Drug Name	Status	PA Note	Cas
		Waiting: ESI to send Question Set		04

Continued on next page

- b. When the benefit plan's PA Question Set has been returned, the status will change to "Waiting: Physician to submit answers – Start"




Patient Name	Drug Name	Status	PA Note	Cal
		Waiting: Physician to submit answers - Start		0

4. Waiting: Physician to submit answers – Start
- a. This is the notification that the PA Questionnaire is ready to be started when the questionnaire failed to return after you have entered all the provider, patient and drug information and have submitted the PA Request. Click on Start to begin answering the PA Questions.

Status	PA Note
Waiting: Physician to submit answers - Start	

5. Waiting: Physician to submit answers – Finish
- a. This is the notification that the PA Question was left incomplete and needs to be finished in order for a PA determination.
- b. Click Finish to complete the PA questions

Status	PA Note
Waiting: Physician to submit answers - Finish	



If a PA is no longer needed:

1. Click Finish to open the PA Question Set.
2. Click "Cancel Request"

CANCEL REQUEST

SAVE
(Finish Later)


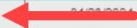
SEND TO PLAN

Continued on next page

6. Waiting: Decision response from ESI
 - a. This is when ESI has received all the answers submitted but may take up to 72 hours to provide a response.

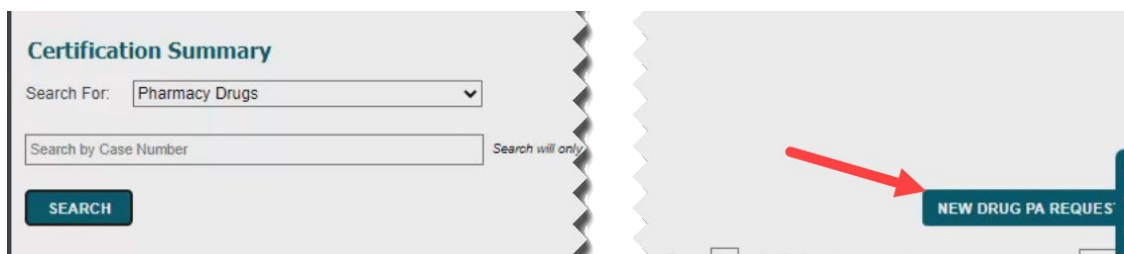


- b. Once a response from ESI is obtained, the status will be updated on the case. You will see that updated status when you log back into the portal.
7. Closed
 - a. Refer to PA note what close code was received by hovering over the blue note icon

	Status	PA Note	Case Initiation Date	Updated Status Date	Uploaded Documents
	Closed	 	04/26/2024	04/26/2024	View Documents

Start another New Drug PA Request from Pharmacy Drugs Dashboard

1. Click on “NEW DRUG PA REQUEST”
2. You will be automatically directed to where you can enter the provider information



Continued on next page

Viewing uploaded documents

1. Click View Documents to view documents that were uploaded as part of a PA Request

Page 1 of 13 | > >> 10 ▾

PA Note	Case Initiation Date	Updated Status Date	Uploaded Documents
	04/04/2024	04/04/2024	View Documents

Manage Your Account:

1. To add a Provider NPI numbers that should be associated with your account for access to Pharmacy Drug PA cases, select Manage Your Account tab from the header



2. Review list to ensure provider is absent

NOTE: can use CTRL+F to enter the NPI to search the list

Continued on next page

3. Select ADD PROVIDER



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By EVERNORTH

Home Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal Resources Manage Your Account MedSolutions Portal

Wednesday, September 03, 2025 4:33 PM

Manage Your Account

Office Name: [CHANGE PASSWORD](#) [EDIT ACCOUNT](#)

Address:

Primary Contact:

Email Address:

ADD PROVIDER

Click Column Headings to Sort

Name	NPI
<input type="text"/>	<input type="text"/> REMOVE NPI
<input type="text"/>	<input type="text"/> REMOVE NPI
<input type="text"/>	<input type="text"/> REMOVE NPI

4. Fill in the Practitioner NPI, select the state, and enter the zip code

5. Click FIND MATCHES

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By EVERNORTH

Home Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal Resources Manage Your Account MedSolutions Portal Unified Dashboard

Wednesday, September 03, 2025 4:34 PM

Add Practitioner

Enter Practitioner Information and find matches.
*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip

Practitioner NPI

Practitioner State

Practitioner Zip

FIND MATCHES **CANCEL**

Continued on next page

6. Verify information is correct and then select ADD THIS PRACTITIONER



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By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	You
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Wednesday, September 3, 2025 10:00 AM

Add Practitioner

This following practitioner record(s) were found to match the requested NPI. Is this the practitioner you would like to register?

Practitioner Name	NPI	Address	City	State	Zip	Phone	Fax
J. J. J.	1	A	7				

ADD THIS PRACTITIONER **CANCEL**

7. Review list of NPI's to verify the case has been added

EviCore
By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------

Wednesday, September 03, 2025 4:13 PM

Manage Your Account

Office Name: **CHANGE PASSWORD** **EDIT ACCOUNT**

Address:

Primary Contact:

Email Address:

ADD PROVIDER

Click Column Headings to Sort

Name	NPI	
		REMOVE NPI
		REMOVE NPI
		REMOVE NPI
		REMOVE NPI
		REMOVE NPI

NEW PROVIDER INFORMATION

8. Navigate to any part of the portal via the header to resume activities
- Can navigate to [Certification Summary](#) for dashboard of cases and search for a case
 - Can navigate to [Home](#) to respond to an Express Scripts Pharmacy Initiated Prior Authorization email or fax

Continued on next page


Appeals



Starting an Appeal

Appeals can be electronically submitted for a previously denied request from the dashboard.

1. Click the blue Appeal link next to the denied case

Status	PA Note	Case Initiation Date	Updated Status Date	Uploaded Documents
Denied (PA) - Appeal				View Documents
<div> <div>CaseId : Status : Denied; Review Type : Prior Auth;</div> <div>Appeal Information : Attention : ATTN : CLINICAL APPEALS</div> <div>DEPARTMENT EXPRESS SCRIPTS PO BOX 66588 ST.</div> </div>				

2. The appeal questionnaire section will open. Enter all necessary information and click SEND TO PLAN

Appeal a Decision

Appeal Request

Are you requesting an URGENT review?
Will not receiving this drug seriously jeopardize the enrollee's life, health, or ability to regain maximum function?

☐ YES, it will jeopardize, so I am requesting an EXPEDITED appeal
☐ NO, it will not jeopardize, so I am requesting a STANDARD appeal

Reason for appealing the denied drug.*
Review your plan's reasons for denial in their determination letter. Please utilize that information to provide specific, detailed clinical information/rationale of your patient's health status to address their denial reasons.

Document Upload

Upload supporting documentation below. (Must be png, tiff, jpeg, or pdf format. Maximum file size: 10MB)

No file chosen


3. If don't want to submit an appeal, click "BACK TO DASHBOARD"

Continued on next page

The dashboard will show you status of your appeal




1. Approved Appeal

NEW				
Status	PA Note	Case Initiation Date	Updated Status Date	U
Approved (Requested Appeal)				

CaseId : 2 ; Status : Approved; Review Type : Prior Auth; Coverage Start Date : 09/12/2023; Coverage End Date : 10/11/2024;

2. Denied Appeal

Status	PA Note	Case Initiation Date	Updated Status Date	
Denied (Requested Appeal)				

CaseId : 2 ; Status : Denied; Review Type : Prior Auth;

Continued on next page

Express Scripts Pharmacy Initiated Prior Authorization



To respond to either an email or fax that Express Scripts has initiated a prior authorization on either a prescription submitted to Express Scripts or for a previous prior authorization that is about to expire

1. Log into your EviCore account
2. From the Home screen, select “ENTER PHARMACY CASE NUMBER”

EviCore
By ~~EVERNORTH~~

Home Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal Resources

Friday, December 20, 2024 3:38 AM

Welcome to the CareCore National Web Portal. You are logged in as |

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

ENTER PHARMACY CASE NUMBER

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

HORIZON PILOT PROGRAM

Continued on next page

3. You will be directed to the Certification Summary Page. Enter the pharmacy case number from the fax or email in the “Search by Case Number” field and click SEARCH



EviCore
By EVERNORTH

Home Certification Summary Eligibility Lookup Clinical Certification Help / Contact Us


Friday, April 26, 2024 9:49 AM

Certification Summary

Search For: Pharmacy Drugs

Search by Case Number *Search will only display Requests for the physician that created them.*

SEARCH

 **NOTE:** Access to a case is restricted to

- The user who created it
- The user's account registered with the NPI of the provider associated with the case
- The user has the NPI of the provider associated with the case in the Manage Your Account tab

4. If case is not retrieved, a message of “no data available in table” will display

Certification Summary

Search For: Pharmacy Drugs

Search by Case Number *Search will only display Requests for the physician that created them.*

SEARCH

Refreshed data on: 9/3/2025 04:33 PM ([refresh now](#))

10 entries per page

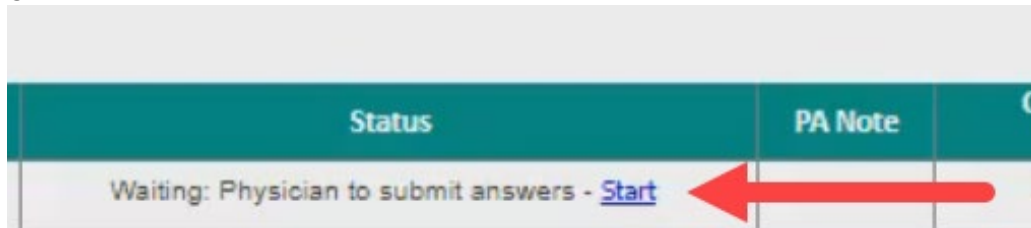
Case Number	Patient Name	Drug Name	Status	PA Note	Case Initiation Date
No data available in table					

Showing 0 to 0 of 0 entries

- a. Can search again to ensure case number was entered correctly
- b. Go to the [Manage Your Account](#) tab to verify if you need to update your account with the NPI of the provider associated with the case

Continued on next page

5. Click on “Start” in the status field



Status	PA Note
Waiting: Physician to submit answers - Start	



5. Answer all questions presented
- a. To answer a question, select the corresponding radio dial

Questionnaire

Please provide all information requested. Failure to complete this form in its entirety may result in delayed processing or the PA request will be closed for lack of information. All questions required to submit.

Questions

Is the patient currently receiving the requested medication?

- ☐ Yes
☐ No

NEXT

- b. When a radio dial is selected, the NEXT will become active. Click NEXT

Questionnaire

Please provide all information requested. Failure to complete this form in its entirety may result in delayed processing or the PA request will be closed for lack of information. All questions required to submit.

Questions

Is the patient currently receiving the requested medication?

- ☒ Yes
☐ No

NEXT

- c. Some questions will have free form entry – enter your answer by typing in the provided field

Continued on next page



- d. If need to go back and change the answer to a question, hit the PREVIOUS button

Questionnaire

Please provide all information requested. Failure to complete this form in its entirety may result in delayed processing or the PA request will be closed for lack of information. All questions required to submit.

Questions

Is the patient currently receiving the requested medication?

☒ Yes

☐ No

Is the customer's condition on or around the eyes, eyelids, axilla, or genitalia?

type answer here

PREVIOUS

NEXT

- e. Upload a document as needed
- Select "Choose File"
 - Select document to attach

Document Upload

Upload supporting documentation below. (Must be png, tiff, jpeg, or pdf format. Maximum file size: 10MB)

Choose File

- f. Continue answering questions until the "SEND TO PLAN" button activates by becoming darker in color.

CANCEL REQUEST

SAVE
(Finish Later)

SEND TO PLAN

CANCEL REQUEST

SAVE
(Finish Later)

SEND TO PLAN

Continued on next page

- g. Once all questions have been answered and an attachment has been uploaded (if necessary), select SEND TO PLAN



CARRIERS.CARECORENATIONAL.COM says
Case Num: [REDACTED]

Your data has been sent to Express Scripts.

Please wait while we retrieve the question set required for this PA.
(This can take up to 60 seconds)







- h. Sometimes submitted answers need time for review. In those situations, click “OK” to route to the dashboard

CARRIERS.CARECORENATIONAL.COM says
Case Num: [REDACTED]

Your request has been received and is under review.
This may take up to 72 hours to receive a response.

OK

- i. To save all progress, including any questions answered thus far, click “SAVE (Finish Later). You will be directed to the dashboard where you can come back later and resume activity where you stopped.
- j. To cancel all progress, including any questions answered thus far, click CANCEL REQUEST. You will be directed to the dashboard and will see that the request has been cancelled.

Status	PA Note	Case Initiation Date	Updated Status Date	Upld
Cancelled				
				
				

END

