



EviCore is introducing a new way of submitting service requests for providers. This new self-service platform will afford users a level of control and specificity previously unavailable for requests regarding, but not limited to:

- Claims
- Eligibility
- Authorization updates
- Participation status
- Provider information changes/updates

Under the enhanced process, you will be directed to submit requests electronically via the EviCore Communication Relationship Management (ECRM) portal rather than contacting our Client Services team via the current email-based process. With ECRM, the user will not only be able to choose from multiple options to ensure the issue is routed directly to the team that will address the concern, but will also have the ability to track the case's progress and make updates if necessary.

PLEASE NOTE: ECRM will not replace EviCore's provider portal for initiating, updating or managing prior authorization requests.

To help familiarize you with these changes, we invite you to attend an online orientation. All online orientation sessions require advance registration, are free of charge, and will last approximately 30 minutes. Sessions are scheduled in Eastern Time (ET).

Session name	Date	Time
Provider Orientation for ECRM	December 3, 2025	1:00 pm
Provider Orientation for ECRM	December 10, 2025	11:00 am
Provider Orientation for ECRM	December 17, 2025	11:00 am
Provider Orientation for ECRM	December 30, 2025	11:00 am
Provider Orientation for ECRM	January 7, 2026	1:00 pm
Provider Orientation for ECRM	January 21, 2026	1:00 pm

How to register for an orientation session:

1. Go to <http://EviCore.webex.com>
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab and choose the session you want to attend.
4. Click "Register" next to the session you want to attend.
5. Enter the registration information.

After you have successfully registered for the live WebEx session, you will receive an e-mail containing the toll-free phone number, meeting number, conference password and a link to the web portion of the session. Please keep the registration email. You will need the link to join the web conference and the call-in number for the session you will be attending.

If you are unable to participate in a session, you can obtain a copy of the presentation as well as other important documents at EviCore's [ECRM resource site](#).

PLEASE NOTE: To ensure uninterrupted delivery of important messages, we kindly ask that you notify your information technology team and take the necessary steps to:

- Mark as safe the new email address ECRM@EviCore.Evernorth.com
- Update any rules or filters that currently reference [email]@EviCore.Evernorth.com