



Contents

Creating a Pharmacy Drug PA Request..... 1

Dashboard (Certification Summary) 13

Navigating to Pharmacy Drugs Dashboard without building a case 13

Searching for a pharmacy Case 14

Definition of Status of cases:..... 14

Start another New Drug PA Request from Pharmacy Drugs Dashboard 17

Viewing uploaded documents 17

Appeals 18

Starting an Appeal..... 18

The dashboard will show you status of your appeal 19

Express Scripts Pharmacy Initiated Prior Authorization 20

Creating a Pharmacy Drug PA Request

1. Once logged into EviCore you will land on the main dashboard page.

Continue to next page

2. Select arrow down next to **Portals** at the top of page. Click on **Pharmacy Lookup** under the **CareCore** option.



The screenshot shows the EviCore portal interface. At the top, there is a navigation bar with the EviCore logo and several menu items: Authorization Lookup, Request An Authorization, Worklist, Portals, Help / Contact, User Access, and Hello. The Portals dropdown menu is open, showing two sections: CareCore and MedSolutions. Under CareCore, there are options for View in progress and pharmacy requests, Manage your account, MSK FPS, OnePA, and Pharmacy Lookup. A red arrow points to the Pharmacy Lookup option. Under MedSolutions, there are options for View in progress requests, Manage your account, Claims search, Payment status, and Post acute care. Below the navigation bar, there is a 'My Worklist' section with tabs for Pending, Approved, Partially Approved, Denied, Cancelled, and All Statuses. A search bar is present with the text 'Start typing to search...'. Below the search bar is a table with columns for Request ID, Authorization ID, Patient, Status, Submitted, End Date, and Site of Service. The table currently shows 'No Data Available'.

3. On this page, select **REQUEST AN AUTH**.

The screenshot shows the EviCore portal interface. At the top, there is a navigation bar with the EviCore logo and several menu items: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, Add Provider, MedSolutions Portal, Unified Dashboard, Help / Contact Us, and Log Off. Below the navigation bar, there is a welcome message: 'Welcome to the CareCore National Web Portal. You are logged in as [redacted]'. Below the welcome message is a list of buttons: REQUEST AN AUTH, RESUME IN-PROGRESS REQUEST, ENTER PHARMACY CASE NUMBER, SUMMARY OF AUTH, AUTH LOOKUP, and MEMBER ELIGIBILITY. A red arrow points to the REQUEST AN AUTH button. On the right side of the page, there is a vertical Feedback button. At the bottom of the page, there is a copyright notice: '© 2026 EviCore healthcare. All Rights Reserved. Privacy Policy | Terms of Use | Site Specific Terms | Contact Us'.

Continue to next page

4. Choose **Pharmacy Drugs (Express Scripts Coverage)** from the options.



EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	Help / Contact Us
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Monday, June 08, 2026 11:47 AM

Request an Authorization

To begin, please select a program below:

- Durable Medical Equipment(DME)
- EviCore Medical Oncology Pathways
- Gastroenterology
- Gene Therapy
- Home Health
- Lab Management Program
- Medical Specialty Drugs
- Musculoskeletal Management
- Other Services [?]
- Pharmacy Drugs (Express Scripts Coverage) ←
- Radiation Therapy Management Program (RTMP)
- Radiology and Cardiology/Vascular Intervention
- Sleep Management

CONTINUE

[Click here for help](#)

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Continue to next page



5. Enter the prescriber's information.
- *Note: 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 prescriber, you will need to enter the provider's information manually.*

- 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

Continue to next page

- b. If using **Provider Search** – 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.



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 J. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

NPI:*

Suffix:

First Name:*

Last Name:*

Street:*

Address Line 2:

City:*

State:*

Zip:*

Phone:*

Fax:

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.

Continue to next page

6. 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
---	---

Continue to next page


7. Search for Drug requested.

The screenshot shows the EviCore web application interface. At the top, there is a green header with the EviCore logo and 'By EVERNORTH'. Below the header is a navigation menu with various options: 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, EviCore CRM, and Help / Contact Us. The date 'Monday, June 8, 2026 12:19 PM' is displayed on the left, and a 'Log Out' link is on the right. The main content area features a 'Search Pharmacy Drug' section with a text input field and a 'BACK' button. A 'Patient' information box is visible on the right, showing the name 'CHANTAL' and the date '01-01-1987'. A 'Feedback' button is located on the far right. At the bottom, there is a copyright notice: '© 2026 eviCore healthcare. All Rights Reserved. Privacy Policy | Terms of Use | Site Specific Terms | Contact Us'.

- 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 of options.

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

Continue to next page



- b. Once the drug is selected, enter additional information about how the drug is to be taken. Fields with an asterisk are required. All other fields are optional. Then click on **Submit PA Request**.

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).
 [?]

Day Supply:* [?]

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)

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

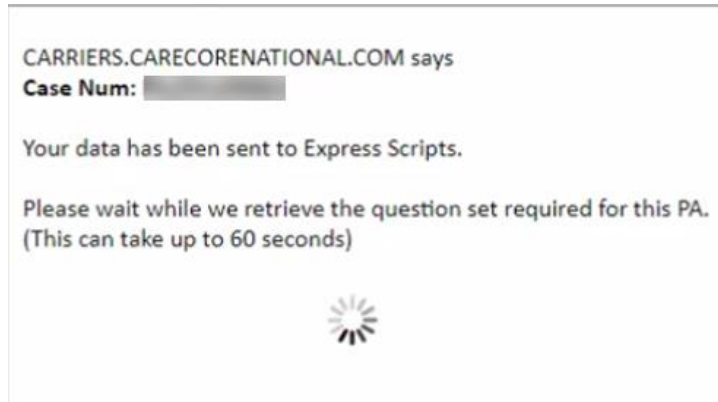
Click the "Submit PA Request" button to submit this information to Express Scripts (If it is disabled, be sure all required fields have been completed). This electronic submission does not require a signature.

Express Scripts will respond automatically with your next steps.

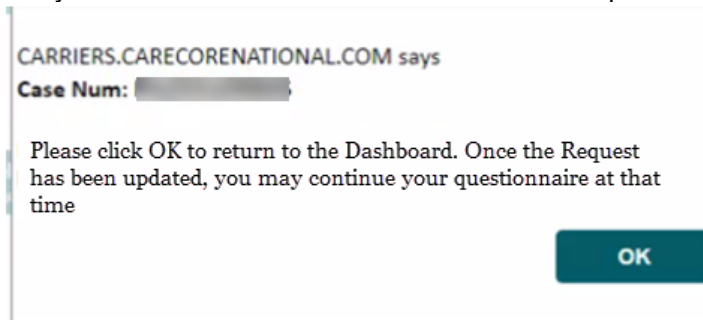
Continue to next page



- 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



- 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.



Continue to next page



8. Answer all questions presented.

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

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, **NEXT** will become active. Click **NEXT** to continue.

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.

Continue to next page



- d. If in need to go back to change an answer, 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?

PREVIOUS ← **NEXT**

- e. Upload a document as needed
 - i. Select **Choose File**
 - ii. Select the document to attach

Document Upload

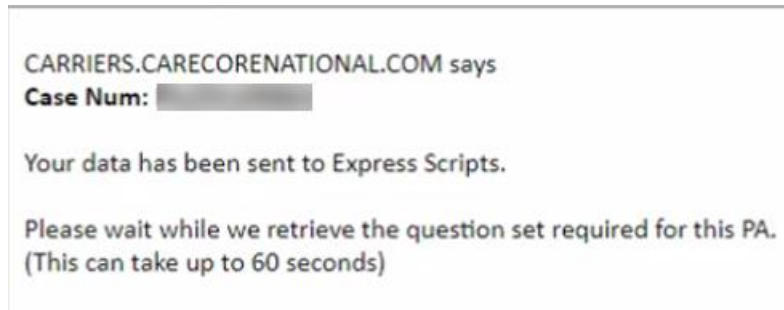
Upload supporting documentation below. (Must be png, tiff, jpeg, or pdf format. Maximum file size: 10MB)

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

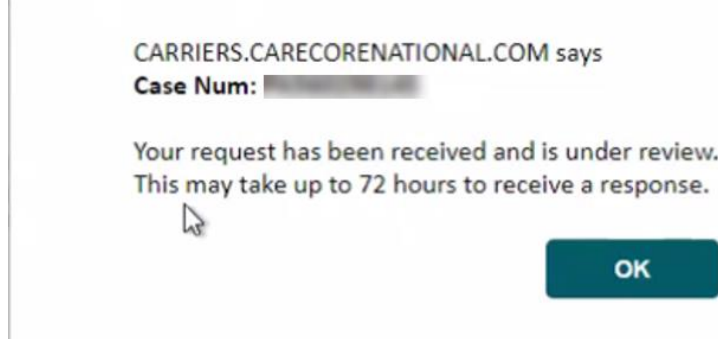
Continue to next page



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



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



- 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	Uplo
Cancelled				

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

Continue to next page

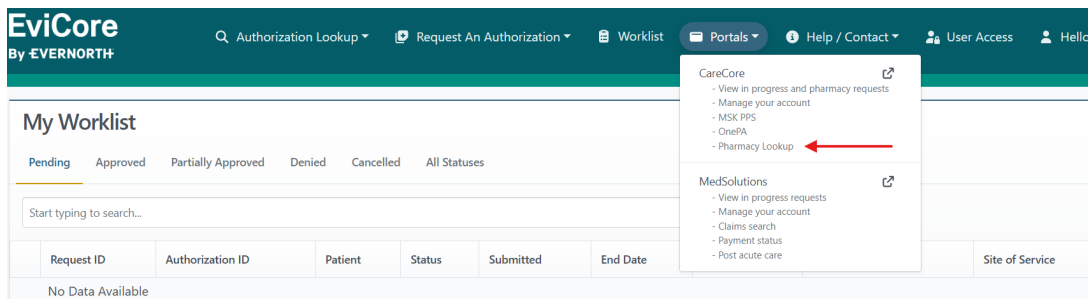


Dashboard (Certification Summary)

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 My Worklist page navigate to **Portals, CareCore, Pharmacy Lookup**.



2. From the home screen, click **Certification Summary**



3. In the **Search For** section, use the drop down to select **Pharmacy Drugs**

Certification Summary

Search For:

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

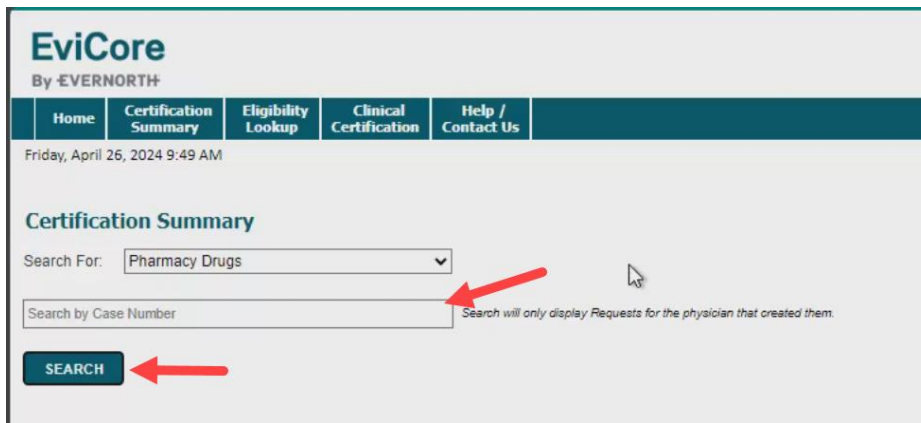
SEARCH

Continue to next page



Searching for a pharmacy Case

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



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

Your request has been approved. Please refer to this PA in the dashboard for the Case details.

Continue to next page



- 2. Denied cases will show a status of **Denied (PA)**.
 - b. You can hover your 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

CaseId : [REDACTED] Status : Denied; Review Type : Prior Auth;
 Appeal Information : Attention : ATTN : CLINICAL APPEALS
 DEPARTMENT EXPRESS SCRIPTS PO BOX 66588,ST.
 LOUIS,MO,63166-6588 Phone : 800-753-2851 Fax : 877-852-4070; Important - Please read the below note on eAppeals :
 Please reference the denial letter for information on the rights for an appeal, rationale for the denial, and how to submit an appeal including if any information is needed to support the appeal.
 Note about urgent situations - Generally, an urgent situation is one which, in the opinion of the provider, the health of the patient may be in serious jeopardy or may experience pain that cannot be adequately controlled while waiting for a decision on the appeal.;

- 3. **Waiting: ESI to send Question Set**
 - c. 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	Case
[REDACTED]	[REDACTED]	Waiting: ESI to send Question Set		04

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

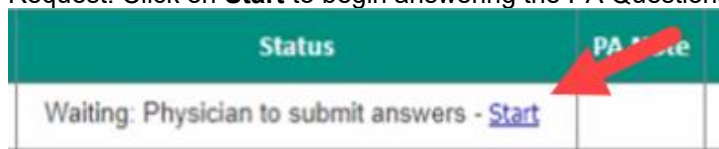
Patient Name	Drug Name	Status	PA Note	Case
[REDACTED]	[REDACTED]	Waiting: Physician to submit answers - Start		0

Continue to next page



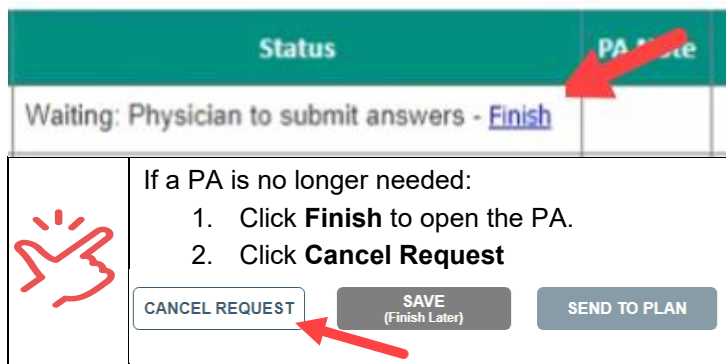
2. Waiting: Physician to submit answers – Start

- 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.



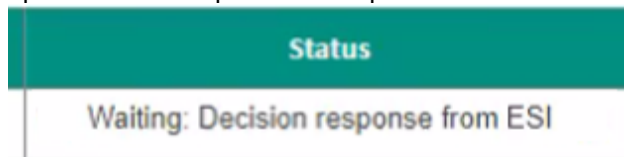
3. Waiting: Physician to submit answers – Finish

- a. This is the notification that the PA Question was left incomplete and needs to be finished to receive a PA determination.
- b. Click **Finish** to complete the PA questions.



4. 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.

Continue to next page



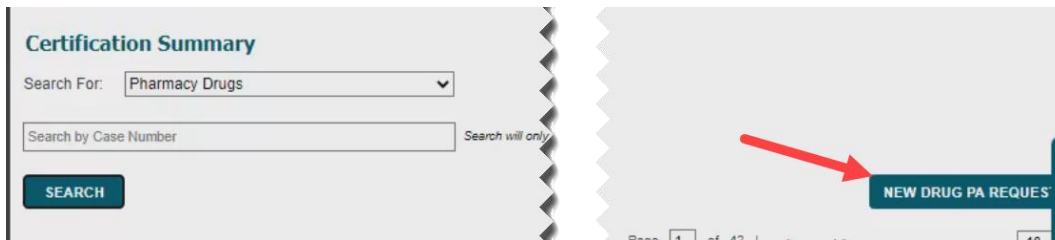
5. Closed

- 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's information.



Viewing uploaded documents

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

Page of 13 | > >> ▾

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

Continue to 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	Re-note	Case Initiation Date	Updated Status Date	Uploaded Documents
Denied (PA) - Appeal				View Documents

CaseId : ██████████ Status : Denied; Review Type : Prior Auth;
 Appeal Information : Attention : ATTN : CLINICAL APPEALS
 DEPARTMENT EXPRESS SCRIPTS PO BOX 66588,ST.

2. The appeal questionnaire section will open. Enter all necessary information, upload a document if needed 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

BACK TO DASHBOARD

SEND TO PLAN


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

Continue to next page




The dashboard will show you status of your appeal

1. Approved Appeal

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

CaseId : 2[REDACTED]; 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	U
Denied (Requested Appeal)				

CaseId : 2[REDACTED]; Status : Denied; Review Type : Prior Auth;

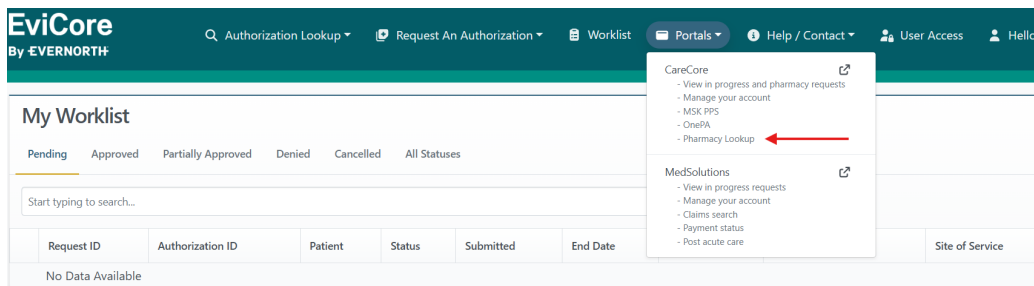
Continue to next page



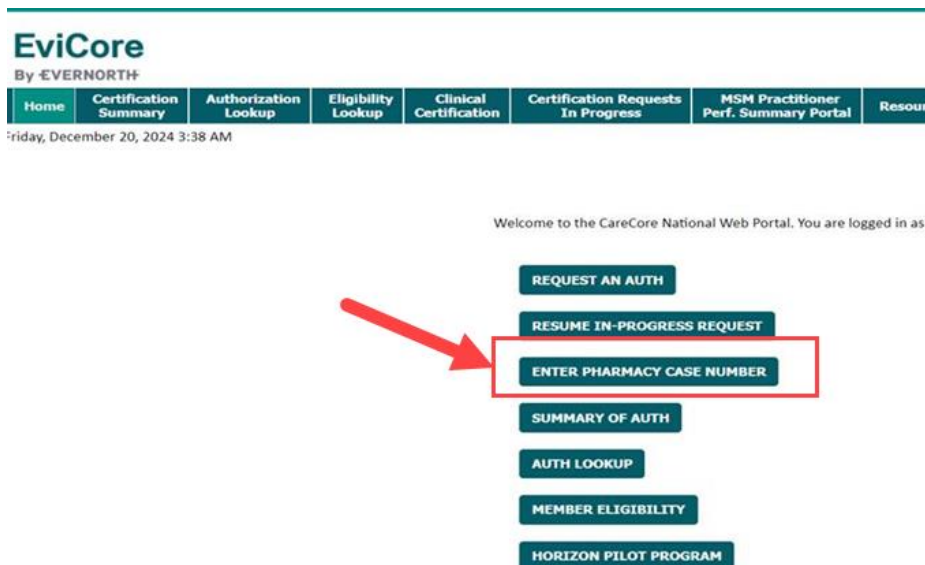
Express Scripts Pharmacy Initiated Prior Authorization

To respond to either an email or fax informing you that Express Scripts has initiated a prior authorization on your behalf for your patient:

1. Log into your EviCore account. Select arrow down next to **Portals** at the top of page. Click on **Pharmacy Lookup** under the **CareCore** option.



2. Select **ENTER PHARMACY CASE NUMBER**.



Continue to next page



- 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**.

- Click on **Start** in the status field.

Status	PA Note
Waiting: Physician to submit answers - Start	

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

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

Continue to next page



- b. When a radio dial is selected, **NEXT** will become active. Click **NEXT** to advance to the next question.

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 an open text box. Enter your answer by typing in the provided field.
- d. If you need to go back and change an answer to a question, click on 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
 - i. Select **Choose File**.
 - ii. Select the document to attach.

Document Upload

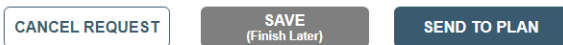
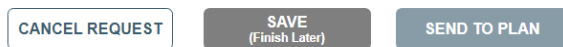
Upload supporting documentation below. (Must be png, tiff, jpeg, or pdf format. Maximum file size: 10MB)

Choose File

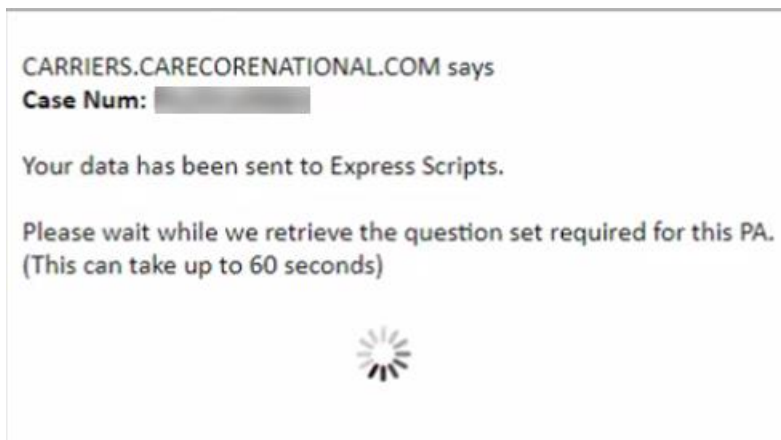
Continue to next page



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



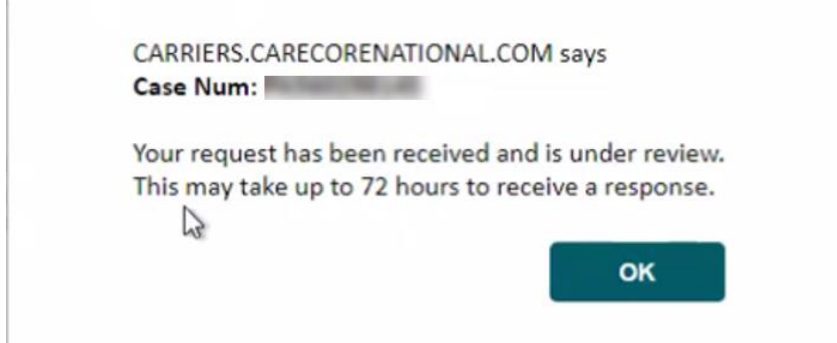
- g. Once all questions have been answered and an attachment has been uploaded (if necessary), select **SEND TO PLAN**.



Continue to next page



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



- 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.
- k.

Status	PA Note	Case Initiation Date	Updated Status Date	Uplo
Cancelled				

CaseId : 2... 24; Status : Cancelled; Explanation : HU...A
4... ;

END