



<<Provider_Full_Name>>
<<Mailing_Address_1>>, <<Mailing_Address_2>>
<<Mailing_Address_City, Mailing_Address_State, Mailing_Address_ZIP>>

<<Month>> <<Day>>, <<Year>>

Dear <<Provider_Full_Name>>

As part of Clover Health's efforts to provide its members with access to high quality, cost-effective care, eviCore healthcare has been selected to provide utilization management programs for some Radiology, Cardiology, Radiation Therapy, Medical Oncology, Sleep Management and Musculoskeletal Management for Interventional Pain, Spine and Joint Surgery services. The program will begin accepting authorization requests on 7/22/2020 for dates of service 8/1/2020 and after.

Prior to go-live, eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the new utilization management programs. During these sessions eviCore will discuss in detail the prior authorization requirements for each program and how to navigate the eviCore website at www.evicore.com. Time and participation permitting, this training session will be followed by a question-and-answer session. Please refer to the attached pages for the complete orientation session schedule as well as instructions on registration. Providers are highly encouraged to attend an orientation session to help ensure you experience a smooth transition.

Sincerely,

cloverhealth.com

The Clover Health Team

eviCore healthcare Orientation Schedule

(Times listed are Eastern Standard Time)

Clover Health Provider Orientation Radiology/Cardiology Program		
Day of the Week	Date	Time
Tuesday	July 14, 2020	10AM
Thursday	July 16, 2020	2PM
Monday	July 20, 2020	11AM
Wednesday	July 22, 2020	1PM
Wednesday	July 29, 2020	12PM
Monday	August 3, 2020	10AM
Clover Health Provider Orientation Radiation Therapy Program		
Day of the Week	Date	Time
Monday	July 13, 2020	11AM
Wednesday	July 15, 2020	2PM
Tuesday	July 21, 2020	10AM
Thursday	July 23, 2020	1PM
Tuesday	July 28, 2020	1PM
Tuesday	August 4, 2020	12PM
Clover Health Provider Orientation Medical Oncology Program		
Day of the Week	Date	Time
Wednesday	July 15, 2020	10AM
Friday	July 17, 2020	2PM
Tuesday	July 21, 2020	12PM
Thursday	July 23, 2020	11AM
Thursday	July 30, 2020	1PM
Thursday	August 6, 2020	1PM
Clover Health Provider Orientation Sleep Management Program		
Day of the Week	Date	Time
Tuesday	July 14, 2020	11AM
Friday	July 17, 2020	12PM
Wednesday	July 22, 2020	11AM
Monday	July 27, 2020	1PM
Friday	July 31, 2020	2PM
Wednesday	August 5, 2020	10AM
Clover Health Provider Orientation Musculoskeletal Management Program		
Day of the Week	Date	Time
Monday	July 13, 2020	2PM
Thursday	July 16, 2020	10AM
Friday	July 24, 2020	12PM
Tuesday	July 28, 2020	11AM
Thursday	July 30, 2020	10AM
Friday	August 7, 2020	11AM

eviCore healthcare Orientation Registration Instructions

Registration

All online orientation sessions require advance registration. Each online orientation session is free of charge and will last approximately one hour. All sessions are scheduled in Eastern Standard Time.

How To Register

Please read the following instructions to register for and participate in a session:

1. Once you have selected a provider specific session, please go to <http://eviCore.webex.com/>
2. Click on the menu bar on the far left hand side, click on the ☰ icon and then choose "Webex Training"

Under Live Sessions, click the "Upcoming" tab, then enter the desired topic name exactly as below and search:

- "Clover Health Provider Orientation Radiology/Cardiology Program"**
- "Clover Health Provider Orientation Radiation Therapy Program"**
- "Clover Health Provider Orientation Medical Oncology Program"**
- "Clover Health Provider Orientation Sleep Management Program"**
- "Clover Health Provider Orientation Musculoskeletal Management Program"**

3. Click "Register" next to the session(s) with the date and time you wish to attend
4. Complete the registration information

After you have registered for the conference, you will receive an e-mail containing the toll-free phone number and meeting number, conference password, and a link to the web portion of the session. **Please keep the registration e-mail so you will have the link to the Web conference and the call-in number for the session in which you will be participating.**

If you are unable to participate in a session, you can obtain a copy of the presentation as well as other important documents at <https://www.evicore.com/resources/healthplan/cloverhealth>. Documents are available in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader/.

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at portal.support@evicore.com or via phone at 800.646.0418 (Option 2). For any Client or Provider inquiries not associated with this training, please email ClientServices@evicore.com.