



**eviCore/Cigna Online Training Sessions Invitation**  
**Attention: Precertification and Billing Staff**

**Home Health/Home Infusion Therapy/Durable Medical Equipment/ /Sleep  
Diagnostic Services for Cigna Commercial Customers**

**Online training sessions**

eviCore is continuing online program orientation and portal training sessions designed to ensure you and your staff have a successful experience with the Cigna Home Health/Durable Medical Equipment/Home Infusion Therapy & Sleep Management programs. The sessions will include detailed information about the precertification process and a review of how to access information on the eviCore website, followed by a question-and-answer period. During the portal training sessions, we will provide step-by-step instructions on registering and navigating the eviCore portal.

**How to register**

All online training sessions require advance registration. Each session is available at no charge and will last approximately one hour. To register, please follow these step-by-step instructions:

1. Go to [eviCore.webex.com/](http://eviCore.webex.com/)
2. Click on the 3 dashes in the upper left hand corner of the page
3. Select "WebEx Training"
4. Click the "Upcoming" Tab and enter the desired topic from the session names below.  
Then click "Search"
6. Click "Register" next to the session you wish to attend
7. Enter your registration information

<b>PROGRAM TRAINING SESSIONS</b>
Cigna HH/Home Infusion/DME Program Overview
Cigna Sleep Diagnostic Program Overview
<b>PORTAL TRAINING SESSIONS</b>
Cigna HH/Home Infusion/DME/Sleep <b>Portal Training Only</b>

After you have registered for a session, you will receive an email containing the toll-free telephone number, meeting number, conference password, and link to the web portion of the session. **Please keep the registration email as it will include the link and call-in number for the session.**

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at [portal.support@evicore.com](mailto: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](mailto:ClientServices@evicore.com).