

<Date>

<Provider Name>
<Provider Address>
<City, State Zip>

Dear <Provider>:

We are writing to inform you and your staff that beginning August 1, 2023, UHA will require prior authorization for spinal injection and neural ablation procedures.

UHA will utilize eviCore healthcare to conduct these reviews. Requests for prior authorization can be submitted directly to eviCore through their web-based portal at www.evicore.com.

To reduce the risk of delayed services scheduled on or shortly after August 1st, there will be an option to call in authorization requests to eviCore at 1-855-252-1119 beginning July 17, 2023.

UHA PRIOR AUTHORIZATION PROGRAM – ORIENTATION SESSION SCHEDULE

Beginning July 2023, eviCore healthcare will be leading online orientation sessions designed to assist you and your staff with the new program. These sessions will include detailed information about the prior authorization process, accessing information from the eviCore website and a question-and-answer period.

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 Hawaii Standard Time.

Day of the Week	Date	Time
Monday	July 24, 2023	9 am
Wednesday	July 26, 2023	12 pm
Monday	July 31, 2023	1 pm
Wednesday	August 2, 2023	2 pm

How To Register

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

1. Please go to <http://eviCore.webex.com>.
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab. Choose "Session name".
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

After you have registered for the WebEx session, you will receive an email 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 email 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 will be able to obtain a copy of the presentation as well as other important documents at <https://www.uhahealth.com/providers/online-prior-authorization-pa>.

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 1-800-646-0418 (Option 2). For any Client or Provider inquiries not associated with this training, please email ClientServices@evicore.com.

Thank you for all that you do to take care of UHA's members.

Sincerely,



Kathleen R. Kozak, MD, CPC
Medical Director
Board Certified in Internal Medicine
Board Certified in Integrative Medicine
Board Certified in Health Care Quality and Management



George McPheeters, MD, FACS
Chief Medical Officer

<Med Dir's Initials>/<initial>