



## HealthCare Partners PRIOR AUTHORIZATION PROGRAM – ORIENTATION SESSION SCHEDULE

Effective January 1, 2024, HealthCare Partners (HCP) prior authorization for physical therapy and occupational therapy will be managed by eviCore healthcare. Going forward prior authorization requests for dates of service January 1, 2024 and forward will be initiated through the [www.eviCore.com](http://www.eviCore.com) portal.

Prior authorizations are required for:

- Physical Therapy
- Occupational Therapy

Beginning in December 2023, eviCore healthcare will be leading online orientation sessions designed to assist you and your staff with the new platform. 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 Eastern Standard Time.

Day	Date	Time
Monday	12/4/2023	1:00 PM
Friday	12/8/2023	10:00 AM
Tuesday	12/12/2023	3:00 PM
Monday	12/18/2023	12:00 PM
Monday	1/8/2024	9:00 AM

### 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 "HealthCare Partners Provider Migration Training" or search by entering HealthCare Partners
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 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 [clientservices@evicore.com](mailto:clientservices@evicore.com). Documents are available in PDF format. If you need Adobe Reader, you can download it from [www.adobe.com/products/reader/](http://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](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).