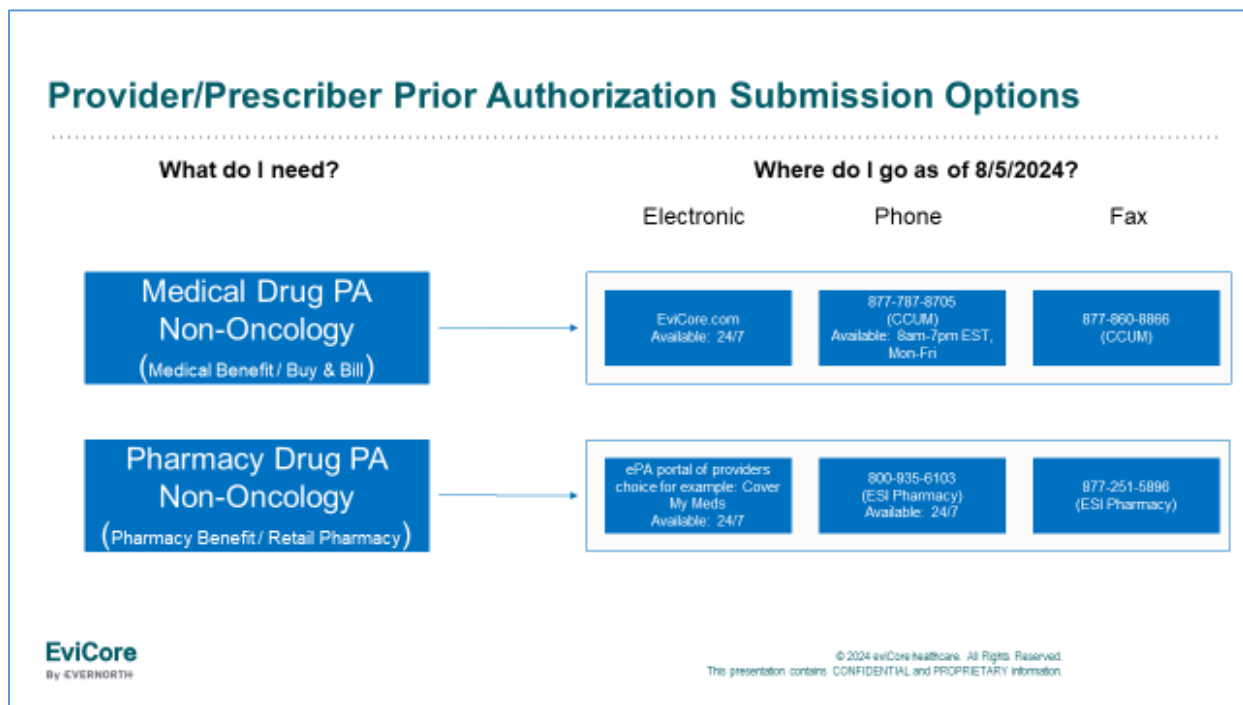


What is changing?

Express Scripts by Evernorth and Care Continuum (CCUM) will be migrating services currently managed on the ExpressPath portal to the portal accessed on www.EviCore.com. Non-Oncology Medical Drugs (Buy and Bill) that need Prior Authorization will be managed on the same portal used for Medical Oncology treatment Prior Authorization requests.



When is the change happening?

Requests for Prior Authorization for Non-Oncology Medical Drug Management (MDM) will be initiated through the EviCore.com Portal starting 08/05/2024.

What if I have an issue in the EviCore Portal?

Web portal issues may be phoned at (800) 646-0418 Option 2 or emailed into EviCore’s Portal Support team portal.support@EviCore.com

- The EviCore web team will triage the issue and guide the caller to the appropriate area to remedy the problem

Will phone and fax requests be impacted?

Phone and fax requests for Medical Prior Authorization for Non-Oncology MDM under the member’s Medical Benefit (Buy and Bill) will remain the same and not be impacted. The CCUM call center is open from 7 a.m. to 6 p.m. central time. Providers and/or staff can request prior authorization and make revisions to existing cases by contacting:

- + Intake Phone #: (877) 787-8705
- + Intake Fax #: (877) 860-8866

What if I log into the ExpressPath portal after the transition?

You no longer will be able to log into ExpressPath after 08/05/2024. It will display “Invalid Login Information. Please try again.”

How do I submit questions or concerns regarding Medical Prior Authorization for Non-Oncology Drug (Medical Benefit/ Buy and Bill) program?

For program related questions or concerns, please call CCUM: (877) 787-8705.

How do I submit questions or concerns regarding Medical or Pharmacy Prior Authorization for Oncology Drug PA program?

For program related questions or concerns for Oncology Drug PA please call EviCore: 855.727.7444.

Where can I find additional educational materials?

[Network Health Wisconsin Implementation Resources | EviCore by Evernorth](#)

To learn more about accessing CCUM prior authorization through the EviCore portal, online provider portal training sessions will be offered. These sessions will include information about the new portal access and navigation.

Registration

All online orientation sessions require advance registration. Each online orientation session is free of charge and will last approximately 1 hour. All sessions are scheduled in Central Time.

Day of the Week	Date	Time
Thursday	July 25, 2024	11:00 am
Tuesday	July 30, 2024	1:00 pm
Thursday	August 1, 2024	1:00 pm
Monday	August 5, 2024	2:00 pm

How to Register

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

1. Please go to EviCore.webex.com.
2. Select “WebEx Training” from the menu bar on the left.
3. Click the “Upcoming” tab. Choose “**Network Health portal Migration Provider Orientation.**”
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. We recommend that you add the session to your calendar so you do not forget.**