

Providers,

Effective July 1, 2024, CareSource Medicare Part B providers will go through www.EviCore.com for medical drug prior authorization case initiation.

- Care Continuum (CCUM) will manage the Specialty Drug program and utilization review.
- EviCore.com will act as a single sign on portal, allowing the provider to submit an electronic request to CCUM.
- Web portal issues may be addressed by phone at 800-646-0418 Option 2, or emailed to EviCore's Portal Support team at portal.support@EviCore.com.
 - The EviCore web team will triage the issue and guide the caller with technical support issues.
- Phone case initiation will be through CCUM at 866-264-7934, or faxed to 833-812-0187.
- Case status or inquiries will be either through the EviCore portal or by calling CCUM.
- Member eligibility will be through CareSource.

To help familiarize you with the process, we invite you to attend an online orientation. 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 (EST)**.

Session Name	Date	Time
OnePA MDM Implementation for CareSource	6/26/2024	10:00AM
OnePA MDM Implementation for CareSource	6/27/2024	10:00AM
OnePA MDM Implementation for CareSource	7/8/2024	10:00AM

Here's how to register for an orientation session:

1. Go to <http://EviCore.webex.com>.
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab and choose the session you want to attend.
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

After you have successfully registered for the live WebEx session, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portion of the session. Please keep the registration e-mail. You will need the link to join 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 by visiting:

<https://www.evicore.com/resources/healthplan/caresource>

[Provider Resources | EviCore](#) - Choose specific health plan from the dropdown.

Documents are available in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader/.