Providers,

Effective October 1, 2024, UCare providers will go through www.EviCore.com for medical drug prior authorization case initiation.

- Care Continuum (CCUM) will manage the Medical 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 800-818-6747 or faxed to 877-266-1871.
- Case status or inquiries will be either through the EviCore portal or by calling CCUM.
- Member eligibility will be through UCare.

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 **Central Time** (CT).

Session Name	Date	Time
UCare portal Migration Provider Orientation	9/24/2024	11:00AM
UCare portal Migration Provider Orientation	9/25/2024	2:30PM
UCare portal Migration Provider Orientation	10/9/2024	2:00PM

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. You can use the search bar at the top and type "UCare" to find the sessions.
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:
UCare Provider Resources | EviCore by Evernorth

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