



Introducing the CareCore National portal platform.

Effective March 1, 2025, the management of Health New England radiology and cardiology prior authorizations through EviCore will transition from the MedSolutions portal platform to the CareCore National portal platform. While this change will have minimal impact on providers, the steps to submit authorizations through the portal will slightly change. That's why we'd like to invite you to attend one of our upcoming virtual orientation sessions.

Join us for a free virtual training session: Health New England Migration Provider Orientation

What: A 30-60 minute informational session and demonstration of how to submit prior authorization requests through the new portal platform

Who: Designed specifically for provider office staff

When: Various Eastern Time options in December

Where: Virtual via WebEx

Register today

1. Go to <http://EviCore.webex.com>
2. Select "WebEx Training" from the menu bar on the top left.
3. Click the "Upcoming" tab.
4. Type "**Health New England Migration Provider Orientation**" into the search bar and click "Search"
5. Click "Register" next to the session you wish to attend, and enter your information.

Once you've registered, you will receive a confirmation email. **Please keep the email so you have the WebEx link, meeting number, password, and call-in number for the session you will be attending. We recommend that you add the session to your calendar so you receive meeting reminders.**

For inquiries regarding the EviCore web portal, email the Web Support team at portal.support@EviCore.com, or call 800.646.0418 (Option 2). For any Client or Provider inquiries not associated with this training, email ClientServices@EviCore.com or call 800.646.0418 (Option 4).