

Portal change for Cigna Healthcare home health, durable medical equipment and sleep precertification

Effective December 18, 2025, EviCore by Evernorth® (EviCore) will be transitioning Cigna Healthcare programs for home health services, durable medical equipment (DME) and sleep services to a different platform/portal. Beginning December 18, 2025, EviCore portal users will no longer request these services on eP360; EviCore portal users will need to log in to EviCore.com to make requests for these services.

Two important notes:

1. No changes will be made to the program requirements on December 18, 2025. This is only a platform/portal change.
2. Sleep requests made on eP360 prior to December 18, 2025, and that remain pending at the time of transition, will continue to be managed on eP360 until the case is finalized. Once finalized, the case will be available on EviCore.com to view or update, if needed. All finalized sleep, as well as all DME and home health, cases will migrate to the EviCore.com portal on December 18, 2025.

We invite you to attend an orientation session.

Starting in December 2025, EviCore will begin holding online orientation sessions to help provider staff understand how to create an account (log in) and use the portal on EviCore.com. These sessions will include detailed information on how to access information from EviCore.com and a question-and-answer period.

Orientation schedules

The orientation schedules are shown below and on the next page. Home health and DME will be covered in the same sessions; sleep services will be separate sessions. Depending on the type of service(s) for which your practice typically needs prior authorizations, you and your staff are invited to attend one or more of these sessions. **Note that preregistration is required.**

Home health and DME orientation:

Day of the week	Date	Session time (Eastern/Central/Mountain/Pacific)	Duration
Tuesday	December 2	12:00 pm/11:00 am/10:00 am/9:00 am	1 hour
Monday	December 8	3:00 pm/2:00 pm/1:00 pm/12:00pm	1 hour
Wednesday	December 10	11:00 am/10:00 am/9:00 am/8:00 am	1 hour
Thursday	December 18	12:30 pm/11:30 am/10:30 am/9:30 am	1 hour

Portal change for Cigna Healthcare home health, durable medical equipment and sleep precertification

Sleep services orientation:

Day of the week	Date	Session time (Eastern/Central/Mountain/Pacific)	Duration
Thursday	December 4	1:00 pm/12:00 pm/11:00 am/10:00 am	1 hour
Wednesday	December 10	2:00 pm/1:00 pm/12:00 pm/11:00 am	1 hour
Friday	December 12	12:30 pm/11:30 am/10:30 am/ 9:30 am	1 hour
Tuesday	December 16	12:00 pm/11:00 am/10:00 am/9:00 am	1 hour

Please take note of the time zones for each session.

To register for a session:

1. Go to EviCore.Webex.com
2. Click the "Upcoming" tab.
3. Choose the orientation session that you want to attend. You can use the search field to quickly find the session you want. There are two different sessions, as follows:
 - Cigna Healthcare Home Health & DME Platform Migration Provider Orientation
 - Cigna Healthcare Sleep Platform Migration Provider Orientation
4. Click "Register" next to the session you want to attend.
5. Enter the registration information.
6. Repeat this process for each session you want to attend.

After you have registered for a session, you will receive a registration email containing the toll-free telephone number, meeting number, conference password and a link to the web portion of the session.

Please keep the registration email.

It will contain the link to and call-in number for that session. We encourage you to add the session to your calendar to remind you to attend this important session.

If you are unable to participate in a session, you can obtain a copy of the presentation and other important documents at [Cigna Provider Resources | EviCore by Evernorth](#).