

Prior authorization process on EviCore.com

Online orientation

Effective March 7, 2026, EviCore by Evernorth® (EviCore) will begin handling inpatient and/or outpatient utilization management, including prior authorization, for more services for your patients with Cigna Healthcare® plans.

We invite you to attend an orientation session

Beginning in February 2026, EviCore will begin holding online orientation sessions to help provider staff understand the prior authorization process. These sessions include detailed information about the prior authorization process, a review of how to access information from EviCore.com, and a question-and-answer period.

Orientation schedule

The orientation schedule is shown below. Preregistration is required to attend a session.

Day of the week	Date	Session time (Eastern/ Central/ Mountain/ Pacific)	Duration
Thursday	February 12	2:30 p.m./ 1:30 p.m. / 12:30 p.m. / 11:30 a.m.	1 hour
Tuesday	February 17	12:30 p.m. / 11:30 a.m. / 10:30 a.m. / 9:30 p.m.	1 hour
Wednesday	February 25	12:00 p.m. / 11:00 a.m. / 10:00 a.m. / 9:00 a.m.	1 hour
Tuesday	March 3	1:30 p.m. / 12:30 p.m. / 11:30 a.m. / 10:30 a.m.	1 hour

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. Use the search field to quickly find the session that fits your schedule: Cigna Healthcare Precert Delegation – 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 EviCore.com/resources/healthplan/Cigna.