

CAROLINA COMPLETE HEALTH PRIOR AUTHORIZATION PROGRAM – ORIENTATION SESSION SCHEDULE

Carolina Complete Health has partnered with EviCore by Evernorth to provide patients with access to high quality, medically appropriate care that is consistent with evidence-based treatment guidelines. As part of these efforts, the following procedures listed below will require prior authorization for patients covered by Carolina Complete Health, Partners Physical Health Tailored Plan, and Trillium Physical Health Tailored Plan, effective May 1, 2026.

+ Lab Management

- Genetic Testing

Beginning in April 2026, EviCore by Evernorth will be leading online orientation sessions designed to assist you and your staff with the new program. These sessions will include detailed information about the prior authorization process, accessing information from the EviCore website and a question-and-answer period.

Registration: All online orientation sessions require advanced registration. Each online orientation session is free of charge and will last approximately 30 minutes. All sessions are scheduled in Eastern Standard Time (EST).

Date	Time
Tuesday, April 21, 2026	11:00AM EST
Thursday, April 23, 2026	2:00PM EST
Wednesday, April 29, 2026	11:00AM EST
Tuesday, May 5, 202	11:00AM EST
Thursday, May 7, 2026	2:00PM EST

How To Register

Please read the following instructions to register for and participate in a session:

1. Please go to <http://eviCore.webex.com> .
2. Select “WebEx Training” from the menu bar on the left.
3. Click the “Upcoming” tab. Choose “Session name”.
4. Click “Register” next to the session you wish to attend.
5. Enter the registration information.

After you have registered for the WebEx session, you will receive an e-mail containing the toll-free phone number and meeting number, conference password, and a link to the web portion of the session. Please keep the registration e-mail so you will have the link to 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 at [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/.

If you have any questions regarding the EviCore web portal, please contact the Web Support team via email at portal.support@evicore.com or via phone at 800.646.0418 (Option 2). For any Client or Provider inquiries not associated with this training, i.e. eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research, utilize the below link and create a case.

- + Access: [ECRM Services](#)
- + ECRM educational resources: [ECRM Resources | EviCore by Evernorth](#)