

Platform migration

July 2026

EviCore

By **EVERNORTH**

Public Information

June 22, 2026

1

Agenda



- **What is Changing: Platform Migration**
- **CareCore National Portal Overview**
- **Remember our Provider Resources**

EviCore

By **EVERNORTH**

Public Information

What is Changing: Platform Migration

EviCore

By **EVERNORTH**

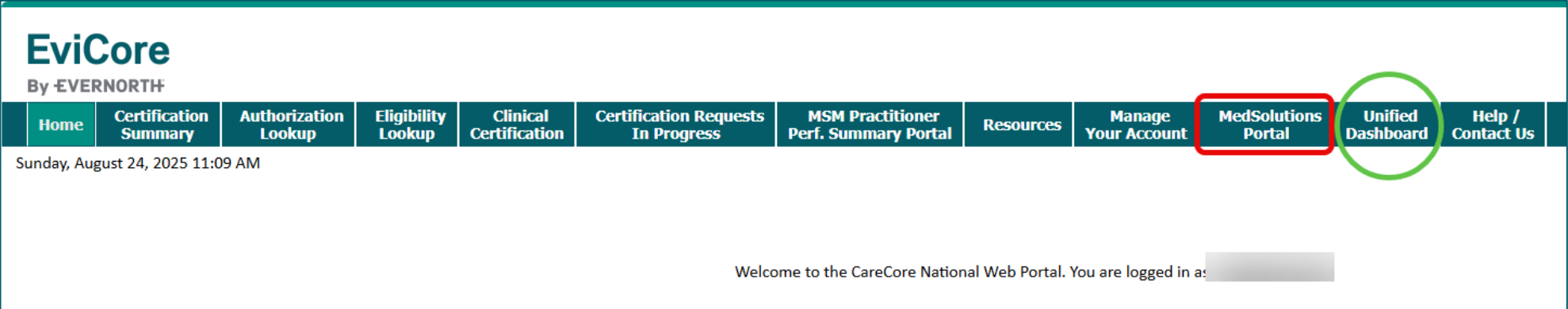
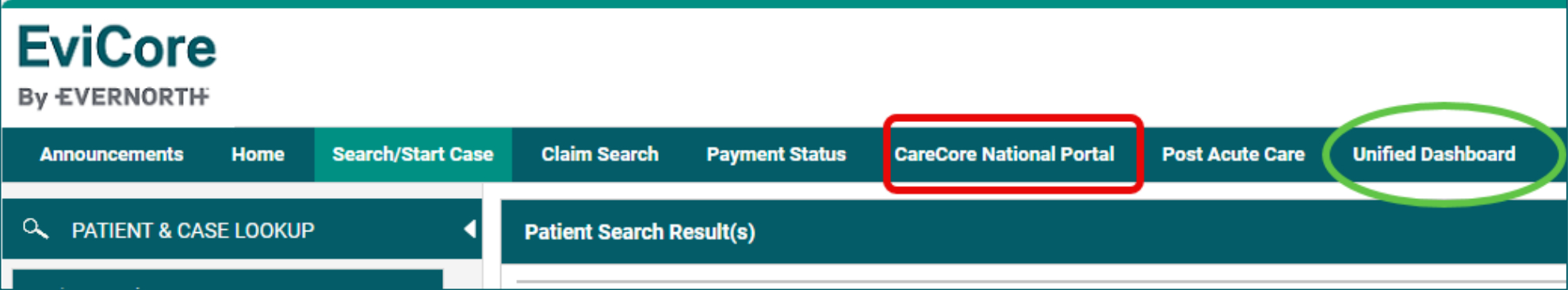
P Public Information

Platform Migration – Effective July 1st, 2026

- Beginning 7/1/2026, Radiology prior authorization requests should be entered through the CareCore National portal at EviCore.com.
- If a provider has an existing login, the same credentials are used for both portals and a new account does not need to be created.
- Any authorizations requested prior to 7/1/2026 can still be viewed on the MedSolutions portal, but as of that date, all new requests must be created on the CareCore National portal.

The screenshot displays the EviCore portal interface. At the top left, the EviCore logo is shown with the tagline 'By EVERNORTH' and a greeting 'Hello, Lisa'. The top navigation bar includes links for 'Authorization Lookup', 'Request An Authorization', 'Worklist', 'Portals', 'Help / Contact', and 'User Access'. The main content area is titled 'My Worklist' and features tabs for 'Pending', 'Approved', 'Partially Approved', 'Denied', 'Cancelled', and 'All Statuses'. Below the tabs is a search bar with the placeholder text 'Start typing to search...'. A table with columns for 'Request ID', 'Authorization ID', 'Patient', 'Status', 'Submitted', 'End Date', 'Procedure', 'Ordering Provider', 'Site of Service', and 'Insurer' is visible, with the message 'No Data Available' displayed below it. A dropdown menu is open over the 'Portals' link, showing two options: 'CareCore' and 'MedSolutions'. The 'CareCore' menu includes links for 'View in progress and pharmacy requests', 'Manage your account', and 'MSK PPS'. The 'MedSolutions' menu includes links for 'View in progress requests', 'Manage your account', 'Claims search', 'Payment status', and 'Post acute care'.

Legacy Portal Screens



You can always go back to your unified worklist on the dashboard, and/or toggle back and forth between the MedSolutions Portal and the CareCore National Portal by button (as seen above).

CareCore National Portal Overview

EviCore

By **EVERNORTH**

P Public Information

EviCore Provider Portal | Add Providers

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	----------------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

On the CareCore National Portal, practitioners/groups may be added to your account prior to case submission. To add practitioners or groups:

- Click the **Manage Your Account** tab to add provider information
- Select **Add Provider**
- Enter the NPI, state, and zip code to search for the provider
- Select the matching record based upon your search criteria
- Once you have selected a practitioner, your registration will be complete
- You can also click **Add Provider** to add another practitioner/group to your account
- You can access the **Manage Your Account** at any time to make any necessary updates or changes

Manage Your Account

Office Name: [CHANGE PASSWORD](#) [EDIT ACCOUNT](#)

Address:

Primary Contact:
Email Address:

[ADD PROVIDER](#)

Click Column Headings to Sort

No providers on file

[CANCEL](#)

Add Practitioner

Enter Practitioner information and find matches.
*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip

Practitioner NPI

Practitioner State

Practitioner Zip

[FIND MATCHES](#) [CANCEL](#)

EviCore

By EVERNORTH

Public Information

Clinical Certification Request

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	-------------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Welcome to the CareCore National Web Portal. You are logged in as L [redacted]

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

ENTER PHARMACY CASE NUMBER

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

Request an Authorization

To begin, please select a program below:

- Durable Medical Equipment(DME)
- EviCore Medical Oncology Pathways
- Gastroenterology
- Lab Management Program
- Medical Specialty Drugs
- Musculoskeletal Management
- Pharmacy Drugs (Express Scripts Coverage)
- Radiation Therapy Management Program (RTMP)
- Radiology and Cardiology/Vascular Intervention
- Sleep Management

CONTINUE

[Click here for help](#)

To begin, select **REQUEST AN AUTH** then the **Program**

EviCore

By EVERNORTH



Public Information

Clinical Certification Request | Search for and Select Provider

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Requesting Provider Information

Select the ordering provider for this authorization request.

Filter Last Name or NPI:

SEARCH **CLEAR SEARCH**

	Provider
SELECT	146
SELECT	136
SELECT	173

If the provider's NPI is not listed above, please use the search feature below to add a new provider and continue with case build.

Search By NPI: **SEARCH**

BACK **CONTINUE**

[Click here for help](#)

You can select the **Practitioner/Group** one of two ways:

1. From the list that appears, which is the list of providers you added to your account
2. Use the Search By NPI feature. By using this feature, you can add the searched provider to your account without having to exit and go to your account to add them.

EviCore

By EVERNORTH

Clinical Certification Request | Select Health Plan

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Choose Your Insurer

Requesting Provider: [REDACTED]

Please select the insurer for this authorization request.

Please Select a Health Plan ▼

BACK

CONTINUE

- Choose the appropriate **Health Plan** for the request
- Another drop down will appear to select the appropriate address for the **practitioner/group**
- Select **CONTINUE**

EviCore

By EVERNORTH

Public Information

Clinical Certification Request | Enter Contact Information

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	-------------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Add Your Contact Info

Provider's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:* n@evicore.c

Receive email notification of case status changes

Please review the fax and phone numbers presented for accuracy. Change as necessary and click "Confirm Fax and Continue" to confirm they are correct. Changes apply only to this specific request. If you wish the change to be permanent, please contact the Health Plan.

[BACK](#) [CONFIRM FAX AND CONTINUE](#)

[Click here for help](#)

- Enter/edit the **Practitioner's name** and appropriate information for the point of contact/who to contact individual
- Practitioner name, fax and phone will pre-populate, edit as necessary

The e-notification box is checked by default to enable email notices for any updates on case status changes. Make sure to uncheck this box if you prefer to receive faxed notices.

EviCore

By EVERNORTH

Public Information

Clinical Certification Request | Enter Member Information

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

When entering patient details, please review and confirm the spelling of the patient's name. Verify accuracy of the patient's ID.

ELIGIBILITY LOOKUP

BACK

[Click here for help](#)

Attention!

Time: 8/24/2025

Has this procedure been performed?

Yes No

Submit

Before you enter the member information, indicate the date of service.

- Selecting Yes here will indicate it's a retrospective review.
- If No, and you do not know the DOS, select today's date.

Then enter the patient's information and click **SELECT** next to the appropriate member. Click **CONTINUE**.

EviCore

By EVERNORTH

Public Information

Clinical Certification Request | Enter Member Information

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	-------------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

When entering patient details, please review and confirm the spelling of the patient's name. Verify accuracy of the patient's ID.

CLEAR PATIENT SELECTION

Patient Cell Phone

Patient Email

BACK

CONTINUE

[Click here for help](#)

Confirm the patient's information and click **CONTINUE**.

Entering the member's cell phone number and email address is optional.

EviCore

By EVERNORTH

Clinical Certification Request

Enter Requested Procedure and Diagnosis

Requested Service + Diagnosis

This procedure has not been performed. [CHANGE](#)

Radiology Procedures

Select a Primary Procedure by CPT Code[?] or Description[?]

61630 Balloon angioplasty, intracran

Don't see your procedure code or type of service? [Click here](#)

Additional Procedure codes will be collected/presented during the clinical questionnaire

Diagnosis

Primary Diagnosis Code: **I49.9**
Description: **Cardiac arrhythmia, unspecified**
[Change Primary Diagnosis](#)

Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Radiology

[LOOKUP](#)

[BACK](#) [CONTINUE](#)

[Click here for help](#)

Select appropriate **Procedure / CPT** and **Diagnosis**. You can search using the description or the code.

Some services will be selected by a 'placeholder code' and others by the primary procedure.

Also, if additional procedure codes are needed on the same authorization, additional codes will be collected during the clinical questionnaire.

Clinical Certification Request | Verify Service Selection

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Requested Service + Diagnosis

Confirm your service selection.

Procedure Date: TBD
CPT Code: 73721
Description: MRI LOWER EXTREMITY JOINT W/O
Primary Diagnosis Code: R68.89
Primary Diagnosis: Other general symptoms and signs
Secondary Diagnosis Code:
Secondary Diagnosis:
[Change Procedure or Primary Diagnosis](#)
[Change Secondary Diagnosis](#)

BACK

CONTINUE

[Click here for help](#)

- Verify requested service & diagnosis
- Edit any information if needed by selecting the **Change Procedure or Primary Diagnosis** link. You can also **Change Secondary Diagnosis** using that link.
- If you select the **BACK** button, you'll be returned to the DOS select page.
- Click **CONTINUE** to confirm your selection

EviCore

By EVERNORTH

Public Information

Clinical Certification Request | Site Selection

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Add Site of Service

Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI:	<input type="text"/>	Zip Code:	<input type="text"/>	Site Name:	<input type="text"/>
TIN:	<input type="text"/>	City:	<input type="text"/>	<input checked="" type="radio"/> Exact match	
				<input type="radio"/> Starts with	

LOOKUP SITE

- Search for the **Site of Service** (Rendering Facility) for where the procedure will be performed (for best results, search with NPI, TIN, and zip code)
- **Select** the specific site where the procedure will be performed

EviCore

By EVERNORTH



Public Information

Clinical Certification Request | Clinical Certification

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Proceed to Clinical Information

You are about to enter the clinical information collection phase of the authorization process.

Once you have clicked "Continue," you will not be able to edit the Provider, Patient, or Service information entered in the previous steps. Please be sure that all this data has been entered correctly before continuing.

In order to ensure prompt attention to your on-line request, be sure to click SUBMIT CASE before exiting the system. This final step in the on-line process is required even if you will be submitting additional information at a later time. Failure to formally submit your request by clicking the SUBMIT CASE button will cause the case record to expire with no additional correspondence from eviCore.

BACK

CONTINUE

- Verify that all information is entered and correct
- You will **not** have the opportunity to make changes after this point

EviCore

By EVERNORTH

Public Information

Clinical Certification Request | Standard or Urgent Request?

EviCore

By EVERNORTH

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Dashboard	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------	-------------------

Sunday, August 24, 2025 11:09 AM

Proceed to Clinical Information

Urgency Indicator

If the case you are submitting is found NOT to meet one of the two conditions below, your case will be processed as a standards/routine, non Urgent request. If you have clinical information and this request meets the criteria for urgent, please indicate below.

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case. If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Please indicate if any of the following criteria are true regarding urgency of this request :

- A delay in care could seriously jeopardize the life or health of the patient or patient's ability to regain maximum function.
- A delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in the prior authorization.
- None of the above

Clinical Upload

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case.

If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

- Choose File No file chosen
- Choose File No file chosen
- Choose File No file chosen
- Choose File No file chosen
- Choose File No file chosen

UPLOAD

Proceed to Clinical Information

Is this case Routine/Standard?

YES

NO

- If the case is **standard**, select **Yes**
- If your request is **urgent**, select **No**
- When a request is submitted as urgent, you will be **required** to upload relevant clinical information
- Upload up to **FIVE documents** (.doc, .docx, or .pdf format; max 5MB size)
- Your case will only be considered urgent if there is a successful upload

EviCore

By EVERNORTH

Public Information

Remember our Provider Resources

EviCore

By **EVERNORTH**

P Public Information

Contact eviCore's Dedicated Teams

Client and Provider Services

For eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research.

- Website: EviCore.com/ECRM-Resources
- Click the Register/Log In Button

Web-Based Services and Portal Support

- Live chat
- Website: EviCore.com/ECRM-Resources
- Phone: **800-646-0418** (option 2)

Provider Engagement

Regional team that works directly with the provider community.

Candice Leichty - CT, IL, MA, ME, RI, NH, and VT

- Email: candice.leichty@evicore.com
- Phone: **615.203.2813**
- Resource Site: [Provider's Hub | EviCore by Evernorth](#)

EviCore

By EVERNORTH



Call Center/ Intake Center

Call **800.572.2153**

Representatives are available from 8 a.m. to 9 p.m. EST.

Continued Learning: Provider Training Opportunities



Get More Out of the EviCore Portal—Join a Free Training Session

Whether you're just getting started or have been using the EviCore portal for a while, our **free, live training sessions** can help you work more efficiently and confidently. In just **one hour**, you'll learn tips, tools, and best practices you can use right away.

Sessions are offered on **multiple dates and times**, making it easy to fit training into your schedule.

Training Options & Frequency

- + [Intro to Web Portal Training](#)– Offered **twice per week**
- + [Intro to EviCore Online Resources](#)– Offered **twice per month**
- + [Therapy Provider Training](#) (*for therapy providers*) – Offered **twice per quarter**
- + [Post-Acute Care Portal Training](#) (*for hospitals and post-acute care providers*) – Offered **once per week**

How to View Sessions & Register

1. Click on the training session you would like to attend.
2. Select your preferred date and time by checking the radio button.
3. Complete the registration form.
4. Look for a confirmation email with session details.

Have questions? The training host's contact information will be included in your confirmation email.

We look forward to seeing you at an upcoming training session!

EviCore

By EVERNORTH

Public Information

eviCore's Provider Newsletter

Stay up-to-date with our free provider newsletter

+To subscribe:

- Visit [Provider's Hub | EviCore by Evernorth](#)
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**
- Enter a valid email address



EviCore

By EVERNORTH

Public Information

THANK YOU