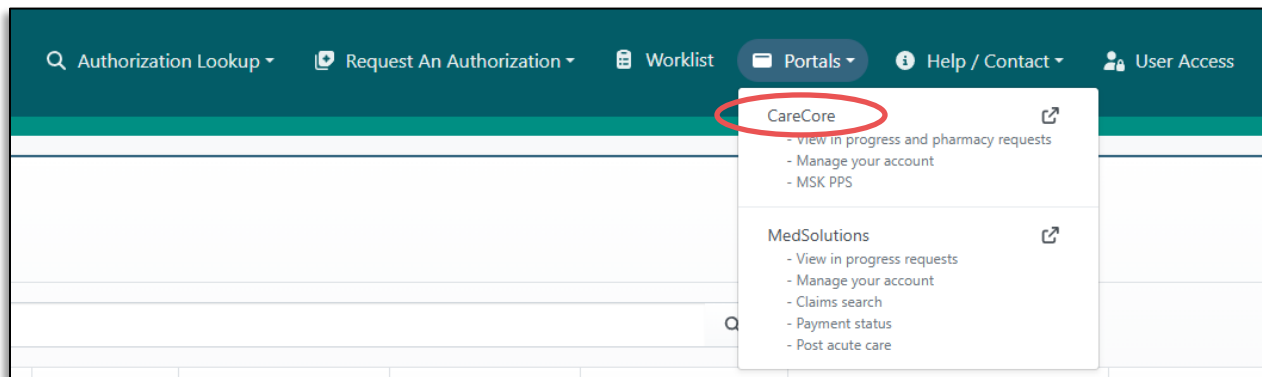


Portal Migration Quick Reference Guide

Requests for **Aetna Better Health** members that require prior authorization through EviCore will be submitted via the CareCore National portal at www.EviCore.com.

Please note: This is only a change in the portal used to process the prior authorization request. The clinical review process will not change.

- After logging-in to or creating your portal account, choose the CareCore portal from the dropdown menu:



- If this is your first time using the CareCore portal, then you will need to add providers to your account by clicking the Add Provider link located on the horizontal banner across the top of the page:



- To initiate your prior authorization request, choose the program from the menu as seen below:

Request an Authorization

To begin, please select a program below:

- ☐ Durable Medical Equipment(DME)
- ☐ Evicore Medical Oncology Pathways
- ☐ Gastroenterology
- ☐ Gene Therapy
- ☐ Home Health
- ☐ 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](#)



After selecting the program, the user will follow a series of prompts related to:

- Requesting provider information
- Health plan
- Member eligibility
- Site of service

Once these steps are addressed, the user will enter the clinical pathway, where you will answer a series of questions related to the member's diagnosis and requested service(s). After the pathway has been completed, you will be notified of the case either being approved or sent for additional clinical review.

If you experience any issues or have any questions about EviCore's prior authorization process, please refer to the resources we've made available to you:

- [Provider Engagement Territory Map](#)
- Provider Resources - <https://www.evicore.com/resources>
- Providers' Hub - <https://www.evicore.com/provider>
- EviCore Web Support
 - **Visit:** <https://ecrm.evernorth.com/ecrm>
 - **Phone:** 800.646.0418, option 2
 - **Live chat** at www.EviCore.com