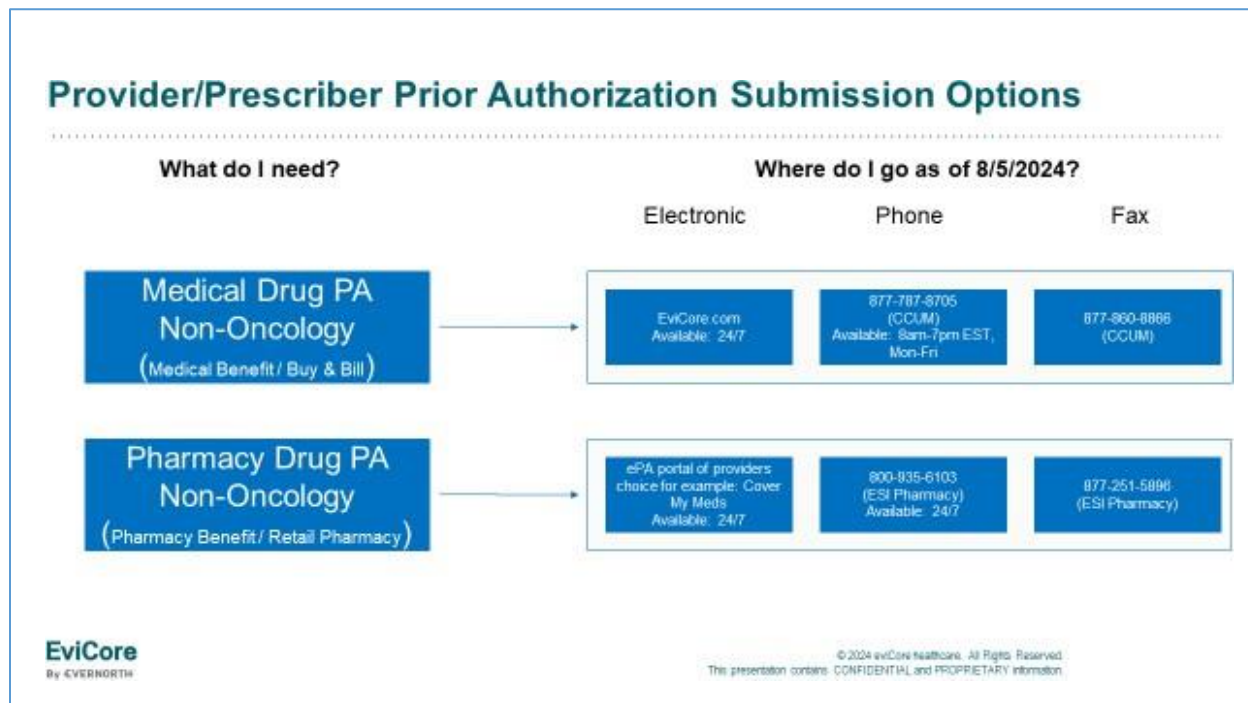


EviCore Portal for Medical Drug Prior Authorization FAQ

What is changing?

Express Scripts by Evernorth and Care Continuum (CCUM) will be migrating services currently managed on the ExpressPath portal to the portal accessed on www.EviCore.com. Non-Oncology Medical Drugs (Buy and Bill) that need Prior Authorization will be managed on the same portal used for Medical Oncology treatment Prior Authorization requests.



When is the change happening?

Requests for Prior Authorization for Non-Oncology Medical Drug Management (MDM) will be initiated through the EviCore.com Portal starting 08/05/2024.

What if I have an issue in the EviCore Portal?

For assistance with the portal, please submit the issue to our dedicated teams via EviCore Communication Relationship Management (ECRM):

- Access: [ECRM Services](#)
- ECRM educational resources: [ECRM Resources | EviCore by Evernorth](#)
- Trouble using ECRM? Send an email to: ECRMSupport@EviCore.com

The EviCore web team will triage the issue and guide the caller to the appropriate area to remedy the problem.

Will phone and fax requests be impacted?

Phone and fax requests for Medical Prior Authorization for Non-Oncology MDM under the member's Medical Benefit (Buy and Bill) will remain the same and not be impacted. The CCUM call center is open from 7 a.m. to 6 p.m. central time. Providers and/or staff can request prior authorization and

EviCore Portal for Medical Drug Prior Authorization FAQ

make revisions to existing cases by contacting:

- + Intake Phone #: (877) 787-8705
- + Intake Fax #: (877) 860-8866

What if I log into the ExpressPath portal after the transition?

You no longer will be able to log into ExpressPath after 08/05/2024. It will display "Invalid Login Information. Please try again."

How do I submit questions or concerns regarding Medical Prior Authorization for Non-Oncology Drug (Medical Benefit/ Buy and Bill) program?

For program related questions or concerns, please call CCUM: (877) 787-8705.

How do I submit questions or concerns regarding Medical or Pharmacy Prior Authorization for Oncology Drug PA program?

For program related questions or concerns for Oncology Drug PA please call EviCore: 855.727.7444.

Where can I find additional educational materials?

[Network Health Wisconsin Implementation Resources | EviCore by Evernorth](#)