

Quick User Guide

EviCore

By EVERNORTH



Wisconsin Medicaid High Tech / Advanced Imaging Platform Migration

EviCore currently maintains prior authorizations on two platforms, MedSolutions and CareCore National. Wisconsin Medicaid High-Tech / Advanced Imaging authorizations have been historically managed on the MedSolutions platform. To create consistency across Wisconsin Medicaid membership and programming, effective October 12, 2026, Wisconsin Medicaid High-Tech / Advanced Imaging authorizations will be managed on the legacy CareCore National platform. Authorizations built prior to October 12, 2026, on the MedSolutions Portal will remain there for reference (viewable).

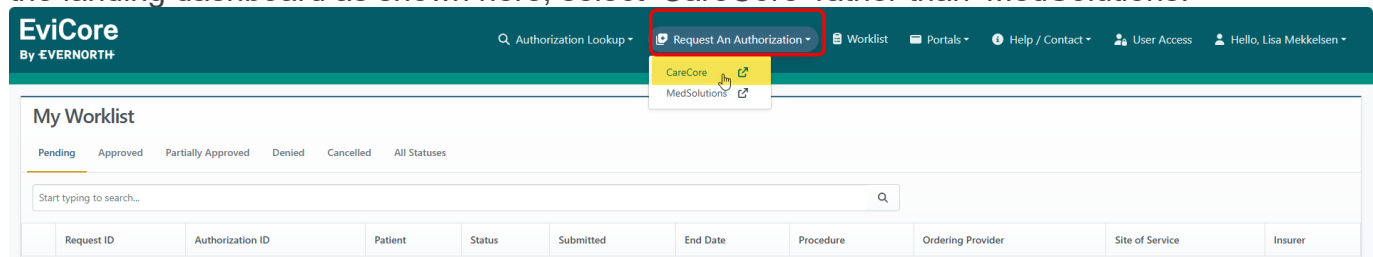
Important: Once migration takes place, you will still be able to make changes to the authorizations initiated on the MedSolutions portal. Those will not migrate to the CareCore National portal. If you have partially completed cases on your MedSolutions worklist, those will be available for completion on the MedSolutions side for the usual 7 days before they are canceled.

Will the programs be managed differently on the CareCore National platform?

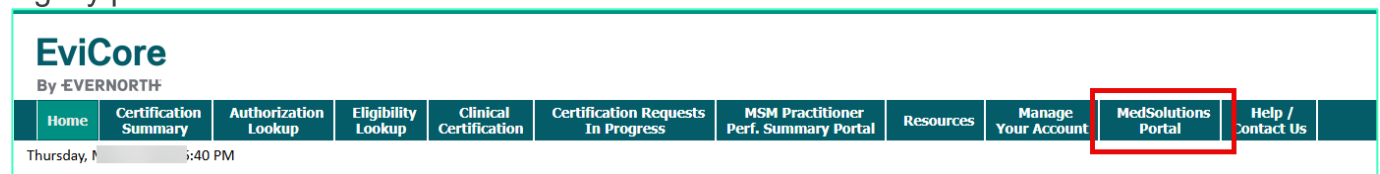
No, the programs themselves will not be changing. Managed membership, in scope CPT codes, and clinical collection during case build work the same, but the up-front “demographic” portion of case build is slightly different and outlined below.

What do I need to do to begin building cases on the web for Wisconsin Medicaid members as of October 12, 2026?

When logging in to the portal at [Provider Resources | EviCore by Evernorth](#), use the same username and ID as you do today. Once logged in, you will select Request an authorization on the landing dashboard as shown here, select ‘CareCore’ rather than ‘MedSolutions.’



You will automatically be directed to the CareCore National side of the portal rather than the MedSolutions portal. However, the MedSolutions portal can be accessed at any time by clicking “**MedSolutions Portal**” in the top menu bar, and you can toggle back and forth between these legacy portals.



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How do I start a case on the CareCore National Portal?

Select the program “**Radiology and Cardiology/ Vascular Intervention**” then click Continue. On the following screen, you can select a provider that was previously added to your account (under **Manage Your Account**), or you can now search by NPI.

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Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

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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

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Home

Certification Summary

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Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

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Requesting Provider Information

Select the ordering provider for this authorization request.

Filter Last Name or NPI:

SEARCHCLEAR SEARCH

	Provider
SELECT	1 [REDACTED] W
SELECT	1 [REDACTED]
SELECT	1 [REDACTED]
SELECT	1 [REDACTED]

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

Using the new portal to build cases:

- + The CareCore National portal is designed with a screen-by-screen selection for provider, health plan, member, procedure & diagnosis, and site of care.
- + It is very self-explanatory. However, we do offer ongoing portal training twice per week. You can register for this free training at anytime by going to [EviCore Webex Training](#).
- + Under **Live Sessions**, select the **Upcoming** tab, enter **Intro to Web Portal Training** and click **Search**
- + Next to the session(s) with the date and time you wish to attend, select **Register**
- + Complete the registration information and click **Register**
- + After registering, you will receive an email with all the details about attending the meeting. Please save that email and add the meeting to your calendar so you do not forget to join.