

PLATFORM MIGRATION

Cigna Healthcare Interventional Pain, Joint Surgery, & Advanced Imaging

October 2026

Agenda



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

What is Changing: Platform Migration

Platform Migration – Effective October 2026

- + EviCore currently accepts Interventional Pain, Joint Surgery, and Imaging prior authorization requests for Cigna Healthcare members through the MedSolutions portal. Beginning October 31, 2026, these requests will **need to be entered through the CareCore National portal** at [Provider's Hub | EviCore by Evernorth](#).
- + If a provider has an existing login, the same credentials are used for both portals. A new account does not need to be created.
- + **Any authorizations requested prior to October 31, 2026, can still be viewed on the MedSolutions portal through 12/31/2026.** Starting 1/1/2027, these authorizations will be accessed via the CareCore National portal.

EviCore
By EVERNORTH

Hello, Lisa

Authorization Lookup Request An Authorization Worklist Portals Help / Contact User Access

My Worklist

Pending Approved Partially Approved Denied Cancelled All Statuses

Start typing to search...

Request ID	Authorization ID	Patient	Status	Submitted	End Date	Procedure	Ordering Provider	Site of Service	Insurer
No Data Available									

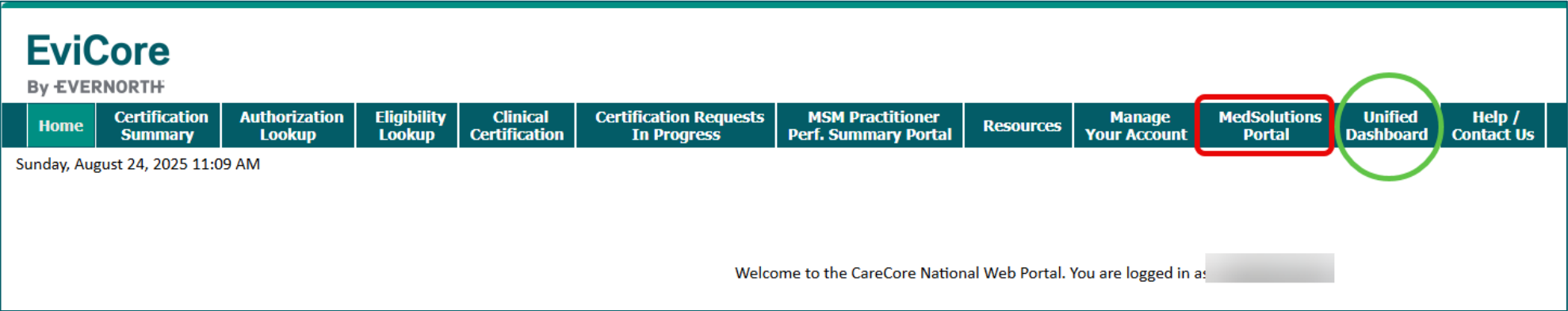
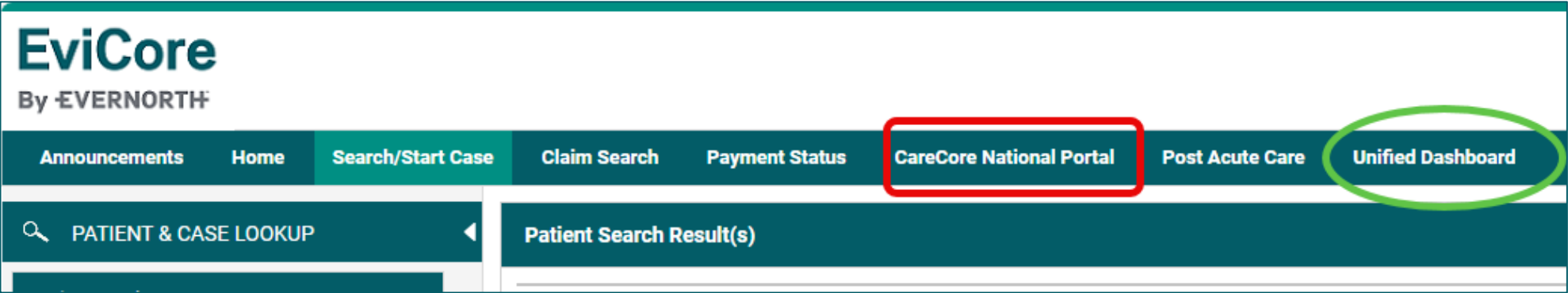
CareCore

- View in progress and pharmacy requests
- Manage your account
- MSK PPS

MedSolutions

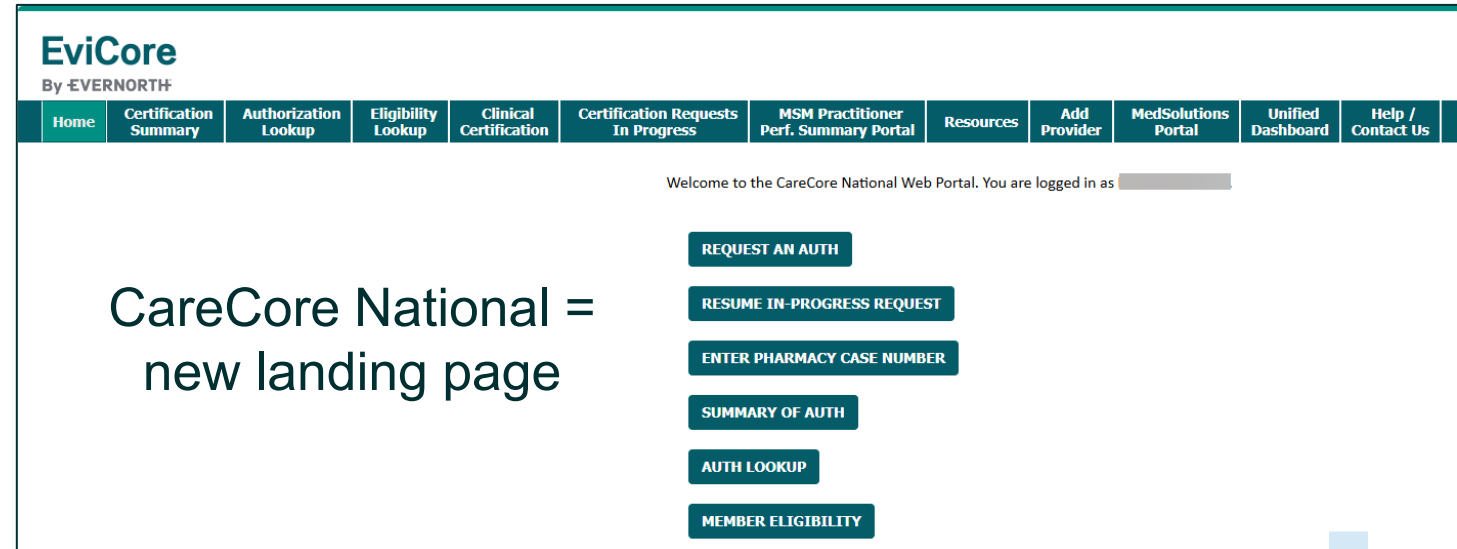
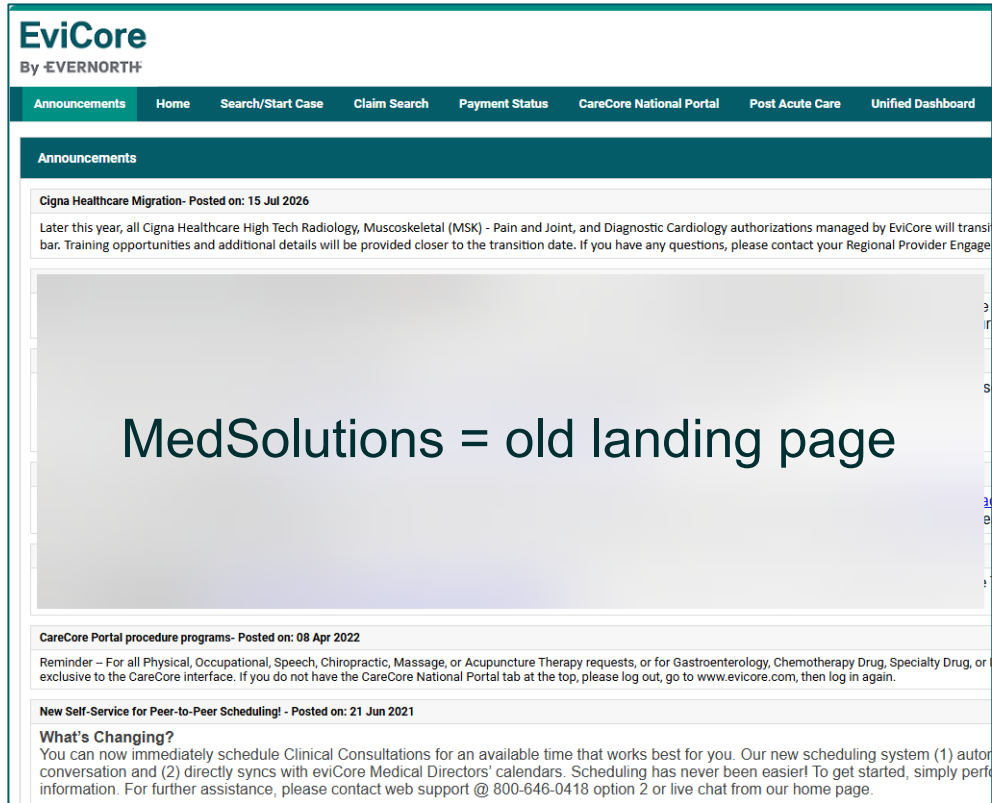
- View in progress requests
- Manage your account
- Claims search
- Payment status
- Post acute care

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).

Signing in via a Single Sign On (SSO) through CHCP



When accessing the EviCore portal through CHCP via SSO, you will now be routed to the CareCore National page instead of the MedSolutions Announcement page. Please refer to the screenshots above for examples of the updated landing page experience.

Important Updates & Changes

Clinical Certification Request | Option to Withdraw

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

EviCore CRM

Help / Contact Us

Friday, June 12, 2026 1:14 PM

Proceed to Clinical Information

Are you ready to proceed with providing the patient's medical records?

☐ YES - I will provide patient's medical records

☐ NO - I am not ready to provide the patient's medical records, please WITHDRAW this request

☐ NO - Please allow for 4 calendar days to allow for gathering of additional clinical information. If I am unable to gather the information and upload within the 4 calendar days please WITHDRAW this request

Submit

Case SUSPENDED for 4 calendar days to allow for time to gather additional clinical information. Case to be WITHDRAWN if unable to gather and submit the information.

Submit

[Click here for help](#)

Clinical Certification Request | Allow Time to Gather Info

EviCore

By EVERNORTH

Home

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Friday, June 12, 2026 1:14 PM

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Are you ready to proceed with providing the patient's medical records?

☐ YES - I will provide patient's medical records

☒ NO - I am not ready to provide the patient's medical records, please WITHDRAW this request

☐ NO - Please allow for 4 calendar days to allow for gathering of additional clinical information. If I am unable to gather the information and upload within the 4 calendar days please WITHDRAW this request

Submit

Reminder message: The below referenced case number is still awaiting additional information. The additional supporting information is due (*Due Date*). If information is not supplied, the request will be **withdrawn**.

Patient Name: *Member Name*
Health Plan Name: *Payor*
Member ID: *Member ID*
Case Number: *Episode ID*

Site of Care Status | Procedure approved / Site Denied

CareCore National view

For scenarios where the procedure is approved but the site is denied, the user will notice a change in how the case status is reflected on the summary screen on CareCore National.

The overall status will display as “Partial Denial”
The Site of Care Status will display “Denied”

The status indication in other areas of the portal, such as the UPX dashboard, will display a similar status for scenarios when the procedure is approved but the site is denied.

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Wednesday, September 30, 2026 6:16 PM

Authorization Lookup

Authorization Number:Member Scheduling Pending

Case Number:12

P2P AVAILABILITY

Patient Name:SO

DOB:1/26/1956

Status:Partial Denial

Site Of Care Status:Denied

P2P Status:

ALL POST DECISION OPTIONS

Referring Provider:OS

Referring Provider NPI:17

Approval Date:9/30/2026 1:23:42 PM

Service Code:71250

Service Description:CT THORAX W/O CONTRAST

Site Name:COOPER GENERAL SURGERY

Site NPI:16

Site Address:3

Site City:# 411

Site State:CAMDEN

Site State:NJ

Site Zip:08103

Start Date:9/29/2026

Expiration Date:3/29/2027

Date Last Updated:9/30/2026 1:24:00 PM

Correspondence:UPLOADS & FAXES

REFRESH

Procedures

Procedure	Description	Qty Requested	Qty Approved	Modifier(s)
71250	CHANGE CODE Computed tomography (CT) (a special kind of picture) of your chest without contrast (dye)	1	1	

Site of Care Status | Procedure approved / Site Denied MedSolutions view

AnnouncementsHomeSearch/Start CaseCase Summary - 51975805CareCore National PortalPost Acute CareUnified Dashboard

CASE SUMMARY

Thank you for submitting your preauthorization request. The Case has been Denied.

Case/Authorization

Service Order: 51975805

Initiated Date: 06/22/2026

Decision Date: 06/25/2026

Decision Type: Initial

Case Status: Denied

Site Review: Denied

Date Of Service:

P2P AVAILABILITY

Patient

First Name: CRAIG

Last Name: MORENO

Date of Birth: 06/27/1973

Address: 3926 MYRTLE AVENUE, SAN DIEGO, CA, 92105

Phone:

Member ID: 106845785

Insurer: CIGNA HEALTHCARE

Program: CIGNA FAVORABLE PPO

Referring Physician

First Name: MANEESH

Last Name: BRWA

Address: 4060 4TH AVE FL 7 # 700, SAN DIEGO, CA, 92103-2116

Phone: 619/299-8500

Fax: 619/297-1443

Specialty: ORTHOPEDIC SURGERY, SURGERY ORTHOPEDIC

Tax ID: *****9938

NPI:

Requested Facility

Name: UC SAN DIEGO MEDICAL CENTER

Address: 200 WARNER DR, SAN DIEGO, CA, 92103

Phone: 619/543-3006

Fax: 619/435-5535

Equipment: CT Scan/Facility Sleep Study/MRI Scan/PET Study/PET/CT Scanner

Tax ID: *****3494

Taxonomy Code:

NPI: 1699962571

CPT Codes

CPT Code	Units	Description	CPT Status	Cpt Modifier
72148	1	MRI Lumbar Spine, (spinal canal and contents), without contrast material	Approved	

Diagnosis Codes

ICD Code	ICD Version	Description
M48.061	18	Spinal stenosis, lumbar region without neurogenic claudication

The MedSolutions summary screen displays **both** ‘case status’ and ‘site status’ as “**denied**” even though the procedure is approved.

EviCore
By EVERNORTH

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Recent updates to our Unified Provider Experience (UPX) Dashboard | Already Live

My Worklist

Pending

Approved

Partially Approved

Denied

Cancelled

All Statuses

A252298794

X

	Actions	Request ID	Authorization ID	Patient	Status	Submitted	End Date	Procedure	Ordering Provider	Site of Service	Insurer
—	⋮	1		KA 1/26/1956	Partial Denial	9/29/2026	3/29/2027	71250	ERIN OS SY	COO	CIGNA

Contact

Ordering Provider

Phone: (272) 0
Fax: 7066531

Site of service

CC
Phone: (856) 3
Fax: (999) 999-9999

Procedure Codes

71250

Qty
1

Computed tomography (CT) (a special kind of picture) of your chest without contrast (dye)

Diagnosis codes

R68.89

Other general symptoms and signs

Denial Rationales

Based on Cigna Site of Care High-Tech Radiology Coverage Policy, we cannot approve this request. Your records show that you have a known or suspected problem for which imaging may be needed. The requested site (facility) would have been approved if it was needed for one of the following reasons: Imaging done at the site prior to a planned service (surgery or procedure) is a vital part of the service. It is related to a transplant at an approved transplant site. The requested site is the only one that has the size of machine you need. The study will be done around the time of childbirth. You need to be sedated for the imaging, and there is no freestanding site available. You need to have the study done immediately and there is no freestanding site available. We have told your doctor about this. Please talk to your doctor if you have questions. Your doctor needs to observe you while pregnant. We have told your doctor about this. Please talk to your doctor if you have questions.

The ‘Actions’ feature includes additional information. By clicking the plus sign (+) next to the case opens up important details.

EviCore
By EVERNORTH

 Hello, Nagarjuna Chada ▾

MedSolutions

Shared Worklist

EviCore
By EVERNORTH

Authorization Lookup ▾ Request An Authorization Worklist Portals ▾ Help / Contact ▾ User Access Hello, Nagarjuna Chada ▾

< Back

Authorization Lookup Information

Case Number: 1000000004 Start Date: 9/16/2026 Status: Partial Denial Provider: PHUWONGPHONGWANA Provider NPI: 1000000004

Case Information

Authorization Number: 1000000004
Case Number: 1000000004
Status: Partial Denial
P2P Status: --

Start Date: 9/16/2026
Expiration Date: 3/15/2027
Submitted Date: 9/16/2026
Review Date: --

Patient Information

Patient Name: M
Patient ID: 037050024
DOB: 2/19/1992
Health Plan: CIGNA

Ordering Provider Information

Provider Name: P
NPI: 1000000004
Phone: (24) 100-0000
Fax: (123) 100-0000

Site of Service

Site Name: TRI
NPI: 1000000004
Address: 110
Phone: 100-000-0000
Fax: 9999999999

Procedure Codes

73721	Qty 1	Magnetic Resonance Imaging (MRI), a special kind of picture of your hip, knee or ankle without contrast (dye)
73721	Qty 1	Magnetic Resonance Imaging (MRI), a special kind of picture of your hip, knee or ankle without contrast (dye)

Diagnosis Codes

R10.0	Acute abdomen
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CareCore National Portal Overview

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

Add Provider

MedSolutions Portal

Unified Dashboard

Monday, May 11, 2026 3:24 PM

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

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

☐ Gene Therapy

☐ Home Health

☐ Lab Management Program

☐ Medical Specialty Drugs

☒ Musculoskeletal Management

☐ Other Services [?]

☐ Pharmacy Drugs (Express Scripts Coverage)

☐ Radiation Therapy Management Program (RTMP)

☒ Radiology and Cardiology/Vascular Intervention

☐ Sleep Management

CONTINUE

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

Clinical Certification Request | Search for and Select Provider



Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	Help/Contact
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Monday, June 22, 2026 12:19 PM

Requesting Provider Information

Select the ordering provider for this authorization request.

Filter Last Name or NPI:

SEARCHCLEAR SEARCH

	Provider
SELECT	146 [Redacted]
SELECT	136 [Redacted]
SELECT	173 [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

[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.



Clinical Certification Request | Select Health Plan

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	Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	H Con
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Monday, June 22, 2026 12:19 PM

Choose Your Insurer

Requesting Provider: NEWMAN, PATRICIA, NPI 1962728998

Please select the insurer for this authorization request.

CIGNA

▼

provider address

▼

BACK

CONTINUE

[Click here for help](#)

Urgent Request? You will be required to upload relevant clinical info at the end of this process. [Learn More.](#)

Don't see the insurer you're looking for? Please call the number on the back of the member's card to determine if an autho

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

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Clinical Certification Request | Enter Contact Information



Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	Cor
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Monday, June 22, 2026 12:19 PM

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.



Clinical Certification Request | Enter Member Information

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	Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	H Con
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Monday, June 22, 2026 12:19 PM

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: 8/24/202

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**.

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Clinical Certification Request | Enter Member Information



Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	Help/Contact Us
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Monday, June 22, 2026 12:19 PM

Patient Eligibility Lookup

Patient ID:*

U(

Date Of Birth:*

1

MM/DD/YYYY

Patient Last Name Only:*

N

[?]

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

BACKCONTINUE

[Click here for help](#)

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

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



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



	Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	H Con
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Monday, June 22, 2026 12:19 PM

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



Clinical Certification Request | Site Selection



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Monday, June 22, 2026 12:19 PM

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:

Zip Code:

Site Name:

TIN:

City:

☒ Exact match

☐ 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



Clinical Certification Request | Site of Care Requirements

Friday, June 12, 2026 1:12 PM

Clinical Certification

Based on the information provided this provider is not contracted for this member's line of business. Search by NPI to find an INN provider or click CONTINUE to continue forward with the OON provider.

Please enter the Ordering Provider's Individual NPI:

SEARCH

BACK

CONTINUE

[Click here for help](#)

Alert!

Your site may require additional review. Would you like to search for a different site?

☐ Yes ☐ No

Submit

Alert!

The site you have selected is an outpatient hospital which may not be considered medically necessary. The following is a randomly generated list of in-network rendering sites close to the member's home address.

To retain your selected site, check "None of the above" below the table.

Submit

Clinical Certification Request | Site of Care Requirements

Alert!

The site you have selected is an outpatient hospital which may not be considered medically necessary. The following is a randomly generated list of in-network rend

To retain your selected site, check "None of the above" below the table.

	OADID	Phys	Address	HcpPhysGender	HcpPhysPos	Fac Num
SELECT	03W2X5	GALLAHER BRIDGET	405 SILVERSIDE RD STE 104 WILMINGTON, DE, 19809	0		
SELECT	018AYC	LIFE CENTER COMPLEX INC	222 PHILADELPHIA PIKE STE 1 WILMINGTON, DE, 19809	0		
SELECT	01T90U	BLUMER STEVEN	1600 ROCKLAND RD WILMINGTON, DE, 19803	0		
SELECT		CRESTVIEW	1800 N BROOM ST			

Alert!

SELECT	0L7Q8D	CHRISTIANA CARE HEALTH SE	2501 EDWIGHT RD WILMINGTON, DE, 19810	0		435688
SELECT	0TWLYY	VERMA NISHA	625 N SHIPLEY ST WILMINGTON, DE, 19801	0		
SELECT	0KBP26	LANGFHR MICHELLE	2700 SILVERSIDE RD WILMINGTON, DE, 19810	0		901998

☐ None of the above

SELECTED SITE :
GALLAHER BRIDGET
405 SILVERSIDE RD
STE 104
WILMINGTON, DE, 19809

Submit

Clinical Certification Request | Clinical Certification



	Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Add Provider	MedSolutions Portal	Unified Dashboard	H Con
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Monday, June 22, 2026 12:19 PM

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



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	Add Provider	MedSolutions Portal	Unified Dashboard	H Con
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Monday, June 22, 2026 12:19 PM

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

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By EVERNORTH

Friday, June 12, 2026 1:14 PM

Will there be any additional procedures needing prior authorization for the same patient, date of service, and site of service?

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Review History

[Click here for help](#)

The medical record for this patient is required to complete medical necessity review.

How would you like to proceed?

Sustained

Did you know?
You can save a certification request to finish later.

By **EVERNORTH**

Remember our Provider Resources

EviCore Communication Relationship Management (ECRM)

For program-related questions or concerns, please submit inquiries via the **EviCore Communication Relationship Management (ECRM)** application. Common issues addressed through ECRM include:

- Issues experienced during case creation
- Reports of system issues
- Support for EviCore's provider portal
 - You can also speak with Web Support at 800-646-0418 (option 2), or
 - Chat with Web Support online at www.EviCore.com Monday-Friday, 7AM-7PM ET.

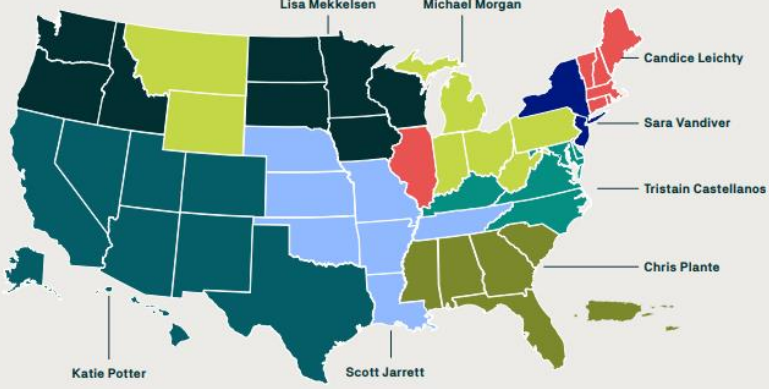
ECRM is available **24/7**. Users can login or register [HERE](#).

Additional Information about ECRM can be found on the [ECRM Resource site](#).



Provider Engagement Team and Territory

Please access our providers hub [Provider's Hub | EviCore by Evernorth](#)
Then scroll down to open [EviCore Provider Engagement Territory List](#)



Regional Provider Engagement Managers

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Call Center/ Intake Center

Call **XXX-XXX-XXXX**, representatives are available from **X** a.m. to **X** p.m. **local time**.

Provider Resources on EviCore.com

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EviCore maintains provider resource pages that contain health plan specific, and solution specific, educational materials to assist providers and their staff on a daily basis.

This page will include:

- + Frequently asked questions
- + Quick reference guides
- + Provider training
- + CPT code list

To access these helpful resources, please visit [Cigna Provider Resources | EviCore by Evernorth](#)

EviCore also maintains online resources not specific to health plans, such as Guidelines and our required clinical information checklist.

To access these helpful resources, visit [Provider's Hub | EviCore by Evernorth](#)

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's Provider Newsletter

Stay up-to-date with our free provider newsletter

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





THANK YOU