

October 12, 2026

Re: EviCore portal migration

Dear Colleague:

We are writing as a reminder about an upcoming change to the online prior authorization portal for certain services you currently request through the MedSolutions® portal on the EviCore by Evernorth (EviCore) website for your patients with Cigna Healthcare® coverage.

Effective October 31, 2026, prior authorization requests you currently submit through the MedSolutions portal must be submitted through the CareCore portal located on the EviCore website. These portals can both be accessed via the “portal” dropdown menu after logging into the EviCore website.

Affected services

Prior authorization for the following services will move from the MedSolutions portal to the CareCore National portal:

- Cardiac Imaging
- Radiology (High Tech Imaging)
- Musculoskeletal Joint Procedures
- Musculoskeletal Pain Management Procedures

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

Training sessions

To help you and your staff prepare to use the CareCore portal for prior authorization of the affected services, EviCore will be holding online orientation sessions to help provider staff understand how to use the CareCore National side of the portal, including how to create an account (log in) if necessary, on EviCore.com. These sessions will include detailed information and a question-and-answer period.

Orientation schedule

The orientation schedules are shown below. We encourage you and your staff to register for, and attend, one or more of these sessions. **Note that preregistration is required.**

Joint Surgery and Pain Management orientation:

Day of the week	Date	Session time (Eastern/Central/Mountain/Pacific)	Duration
Tuesday	October 13	11:00 am/10:00 am/9:00 am/8:00 am	1 hour
Monday	October 19	4:00 pm/3:00 pm/2:00 pm/1:00 pm	1 hour
Thursday	October 29	2:00 pm/1:00 pm/12:00 pm/11:00 am	1 hour

Radiology and Cardiology orientation:

Day of the week	Date	Session time (Eastern/Central/Mountain/Pacific)	Duration
Wednesday	October 14	4:00 pm/3:00 pm/2:00 pm/1:00 pm	1 hour
Monday	October 19	11:00 am/10:00 am/9:00 am/8:00 am	1 hour
Tuesday	October 27	12:00 pm/11:00 am/10:00 am/9:00 am	1 hour

How to View Sessions & Register

1. Click [Portal Migration for Cigna provider webinar registration link](#)
2. Click on the training session you would like to attend
3. Complete the registration form and click 'register.'
4. Look for a confirmation email with session details.
5. We encourage you to add the session to your calendar, so that you don't forget.

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

If you are unable to participate in a session, you can obtain a copy of the presentation, and other important documents, at [Cigna Provider Resources | EviCore by Evernorth](#).

Additional Resources

EviCore will post additional support materials, including a Quick User Guide (QUG). Please check the Cigna Provider Resources page on the EviCore website for the latest updates.

Thank you for the care you provide for our customers.