EviCore
By EVERNORTH

CareCore National prior authorization portal migration Quick User Guide

Cigna Healthcare® Joint Surgery, Pain Management, and Advanced Imaging Portal Migration

EviCore by Evernorth maintains prior authorizations on two portals, MedSolutions and CareCore National. Cigna Healthcare®, Joint Surgery, Pain Management, and Advanced Imaging, including diagnostic Cardiology, authorizations have been historically managed within the MedSolutions portal. Effective October 31, 2026, Cigna Healthcare® Joint Surgery, Pain Management, and Advanced Imaging authorizations will be created within the legacy CareCore National portal. Authorizations built prior to October 31, 2026, will remain on the MedSolutions Portal through January 31, 2027.

Please note: Once migration takes place, you will still be able to make changes to the authorizations initiated on the MedSolutions portal. Those cases will not migrate to the CareCore National portal. If you have partially completed cases on your MedSolutions worklist, those cases will remain available for updates and completion, on the MedSolutions portal, through January 31, 2027.

Also note: Effective February 1, 2027, a replicating feature will be used to bring case information into the CareCore National portal so that provider can access old case information, upon request, via the CareCore portal. Guidance for this process will be shared within the provider portal messaging once this process is implemented."

Case initiation & navigation on the CareCore National portal.

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

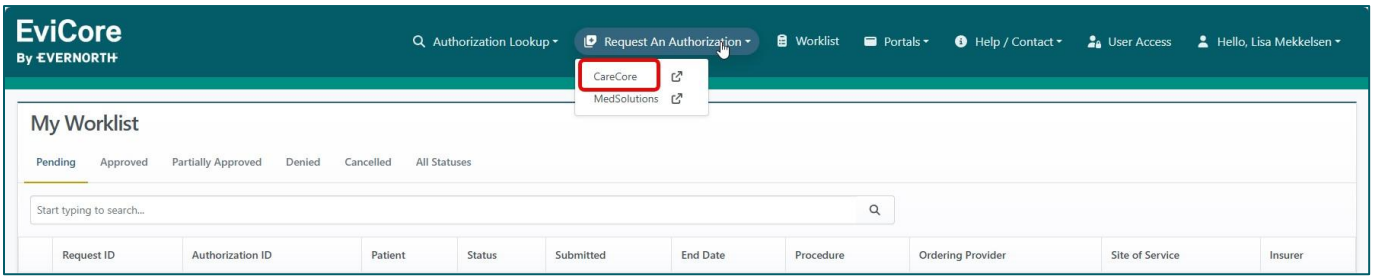
No. Program management will not change. Managed membership, in scope CPT code lists, and clinical collection during case build will work the same, but the up-front "demographic" portion of case build is slightly different. Process changes are outlined below.

What do I need to do to begin building cases on the web for Cigna Healthcare® members as of October 31, 2026?

When logging into the EviCore website (www.EviCore.com), use the same username and ID as you do today. If you do not yet have an account on the EviCore portal, please select the "register now" link, and a form will be presented for completion. Please follow the instructions for account creation. Once logged in, select the "**CareCore National Portal**" from the "Request an Authorization" drop down on the top menu bar on the dashboard.

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When you are on the CareCore National portal, the MedSolutions portal can be accessed at any time by clicking **"MedSolutions Portal"** in the top menu bar. Similarly, the dashboard can be accessed at any time by clicking **"Unified Dashboard."** You can toggle back and forth between these portals, with NO additional login information is needed.

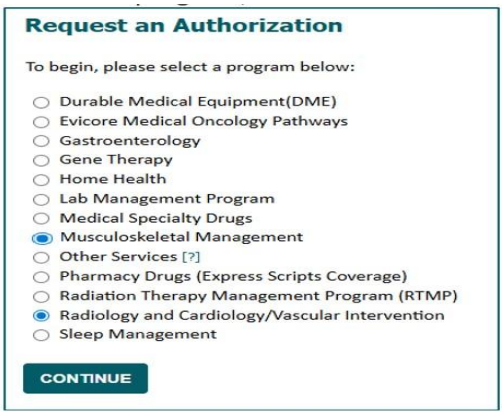


How do I start a case on the CareCore National Portal?

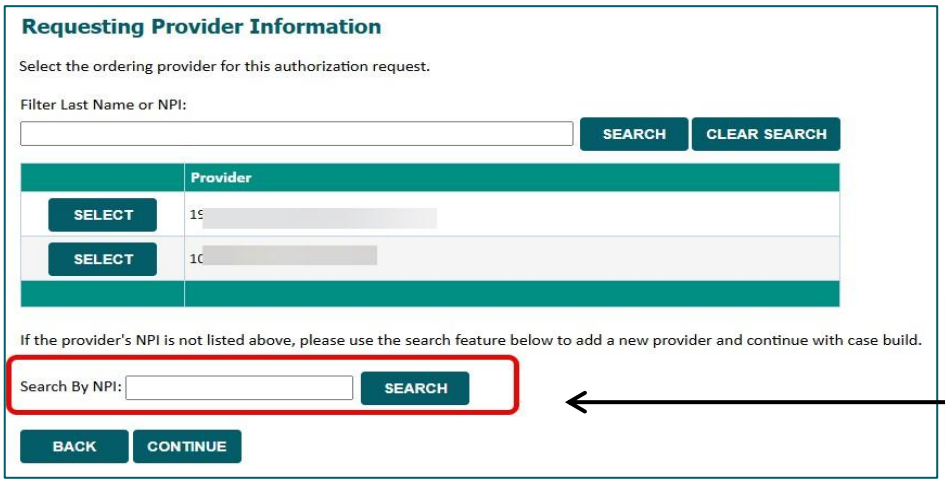
Select "**Clinical Certification.**" You may also add (and remove) providers to your account by clicking "**Add Provider**."



Continue to click through the screens to build the case: Select the program, then click Continue.



Next, you can find a provider by selecting the "Search by NPI" section.



Please note: Referring providers (on the requesting provider information screen) **must be an individual provider NPI**; not a group provider NPI

Select "**Cigna"** from the drop down as the Insurer, and the correct address for the referring provider.

+ Verify the phone and fax number for the provider, then enter your contact information should EviCore need to reach out for additional information.
+ Indicate whether the procedure has been performed.
+ Look up the member by patient ID, date of birth, and last name.
+ Enter the CPT and diagnosis code(s). Additional CPT codes can be added during clinical collection if needed.
+ Choose from a list of sites, or search for the facility where the study is to be performed.
+ Proceed to the clinical collection portion of case build.
+ The remainder of case build proceeds through clinical collection the **same** as on the MedSolutions portal. Cases may be immediately approved, survey questions may be presented, or you may be prompted to upload clinical.

EviCore offers portal training twice a week. If you find that you need more detailed portal guidance, we encourage you to register for portal training by registering for one of the free sessions:

+ **Intro to Web Portal Training– Offered twice per week**
+ Intro to EviCore Online Resources– Offered **twice per month**