

Medicare Advantage Provider Bulletin



News and Information

August 1, 2024

Medical Drug Prior Authorization (ePA) Request Portal Update

Beginning Oct. 1, 2024, medical drug prior authorization (ePA) requests will no longer be able to be submitted through ExpressPath for Aspirus Health Plan Medicare Advantage members. Providers will need to submit requests for Aspirus Health Plan members online, through www.EviCore.com.

- Care Continuum (CCUM) will continue to manage the Medical Drug program and utilization review.
- www.EviCore.com serves as a single sign-on portal, allowing providers to submit prior authorization requests online.
- Requests can also still be made via phone at 1.800.818.6747 or faxed to 1.877.266.1871. Nothing has changed for phone and fax requests.
- Technical support for the www.EviCore.com portal is available by phone at 1.800.646.0418 Option 2, or by email to EviCore's Portal Support team at portal.support@evicore.com.
- Case status or inquiries will be available either through the EviCore portal or by calling CCUM at 1.800.818.6747.

Online provider training sessions will be offered in the coming weeks. The sessions are designed to assist providers and staff with how to access and use the portal and include a question-and-answer period. Aspirus Health Plan encourages providers and staff to join one of the upcoming training sessions. More information will be sent via email.

Provider Bulletin

Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

