

Provider Bulletin

News and Information



Aug. 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 UCare members. Providers will need to submit requests for UCare 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. UCare encourages providers and staff to join one of the upcoming training sessions. More information will be sent via email.