Provider Bulletin

Sept. 3, 2024

Orientation sessions available for new medical drug prior authorization (ePA) request portal

Beginning Oct. 1, 2024, medical drug prior authorization (ePA) requests for UCare members will no longer be submitted through ExpressPAth. Providers will need to submit requests for UCare members online through www.EviCore.com. See the Aug. 1, 2024, Provider Bulletin for full details on the new portal.

Providers are invited to attend an online orientation about using www.EviCore.com. All orientation sessions are complimentary, last about one hour and require registration. The sessions contain the same content, so providers need to only attend one session.

UCare Portal Migration Provider Orientation

Date	Time
Sept. 24, 2024	11:00 am CT
Sept. 25, 2024	2:30 pm CT
Oct. 9, 2024	2:00 pm CT

How to Register
1. Go to evicore.webex.com.
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab. Choose "**UCare portal Migration Provider Orientation**."
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

Providers will receive an email after registering. **Important: keep this email** as it contains the link to the web portion of the session and other important information.

Call 1-800-646-0418, option 2, or email the EviCore Portal Support team at portal.support@EviCore.com to address EviCore portal issues.

Can't make it to a session? A copy of the presentation and other important documents are available on EviCore's UCare Provider Resources page.

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