

NOTICE: Updates on the EviCore Provider Portal

January 29, 2025

In preparation for the prior authorization portal migration to the updated EviCore Provider Portal platform, we have included additional information below:

- Revisions to the prior authorization (PA) grid effective 2/1/2025
- Reduction in codes requiring PA
- Additional communication including updates to the PA grid located at our website
- Contact Provider Service Representative if any questions regarding changes

See the following questions and answers below:

1. Question: Will the URL that providers access change?
Answer: No change to login, providers will still login at www.evicore.com
2. Question: Will providers need to register for new accounts/change user IDs/passwords?
Answer: No change to account or passwords, when providers login to www.evicore.com, they are able to toggle between both the MedSolutions and EviCore portals.
3. Question: Will providers be able to access the old portal? Or will they automatically be redirected to new portal?
Answer: Yes, the providers will still be able to access the MedSolutions portal to view historical cases.
4. Is there training available?
Answer: Refer to the Provider Notice sent on December 30, 2024, to register and attend an upcoming virtual orientation session provided by EviCore. This virtual training is a 30-minute informational session and demonstration of how to submit prior authorizations requests through the new portal platform.

To view this notice for embedded links and content specific to education-related material, please visit us online at <https://www.azblue.com/health-choice-az> under our “For Providers” tab.



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