

Provider orientation sessions for musculoskeletal services requiring prior authorization.

Effective Nov. 1, 2021, Medicaid patients receiving the musculoskeletal services listed below will require prior authorization:

- Interventional pain management
- Joint surgery
- Spine surgery

Beginning Oct. 15, eviCore healthcare will offer online orientation sessions designed to assist providers and their staff with the new programs. These sessions will provide:

- Information about the prior authorization process.
- Instructions on how to access information from the eviCore website.
- Time to answer provider questions.

Registration

Providers must register in advance for one of the four online orientation sessions. Each session is free and will last approximately one hour. All sessions are scheduled in Eastern Time:

- Friday, Oct. 15 at 2 p.m.
- Wednesday, Oct. 20 at 9 a.m.
- Tuesday, Oct. 26 at 3 p.m.
- Thursday, Nov. 4 at Noon.

How to Register for a Session

1. Go to evicore.webex.com.
2. Select **WebEx Training** from the menu bar on the left.
3. Click on the **Upcoming tab**.
4. Select the **Highmark Health Options Musculoskeletal Provider Orientation Session**.
5. Click **Register** next to the session you wish to attend.
6. Enter registration information.

After providers have registered for the WebEx session they will receive an email containing the:

- Phone number
- Meeting number
- Conference password
- Session link

Providers unable to participate in a session can obtain a copy of the presentation and other important documents at evicore.com/resources/healthplan/highmark.

Providers can contact eviCore for any web portal questions. Contact eviCore's Web Support team by email at portal.support@evicore.com or by phone at 1-800-646-0418 (Option 2).

Providers with any questions not associated with this training can email ClientServices@evicore.com.

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