

## Provider Orientation Session Invitation

eviCore healthcare is pleased to announce its continued partnership with Highmark BCBS Delaware Health Options (Highmark Health Options) to provide services for members enrolled in Medicaid programs. Effective February 1, 2021, Highmark Health Options will require prior authorization from eviCore for the Medicaid membership delegated for cardiology and radiology services on dates of service February 1, 2021 and beyond. Services performed without prior authorization may not be reimbursed for the healthcare services listed below, and you may not seek reimbursement from members.

To learn how to navigate eviCore healthcare’s provider portal, we have scheduled provider orientation sessions for you.

- Each session will last approximately one hour and will cover these topics:
  - Overview of eviCore healthcare
  - Overview of eviCore’s clinical approach to authorizing radiology and cardiology services
  - Review of the authorization process
  - How to access the eviCore provider portal through [www.evicore.com](http://www.evicore.com)
  - How to submit authorization requests through the eviCore provider portal
  - Overview of eviCore’s provider resources
  
- All online orientation sessions require advance registration. Each online orientation session is free of charge and will last approximately one hour. All sessions are scheduled in Eastern Standard Time.

Day of the Week	Date	Time
Wednesday	January 13, 2021	11AM EST
Thursday	January 21, 2021	3PM EST

### How To Register:

Please read the following instructions to register for and participate in a session:

1. Go to <http://eviCore.webex.com/>
2. Click on the menu bar [☰] on the far left side of your screen and click on “Webex Training”
3. Under Live Sessions, click the “Upcoming” tab, then enter the topic exactly as shown below and search:  
**HHO Delaware Radiology and Cardiology Services**
4. Click “Register” next to the session(s) with the date and time you wish to attend
5. Complete the registration information

After you register, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portion of the session. **Please keep the registration e-mail so you will have the link to the Web conference and the call-in number for the session in which you will be participating.**

If you are unable to participate in a session, you can obtain a copy of the presentation, as well as other important documents, at <https://www.evicore.com/resources/healthplan/highmark>. Documents are available in PDF format. If you need Adobe Reader, you can download it from [www.adobe.com/products/reader/](http://www.adobe.com/products/reader/).

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at [portal.support@evicore.com](mailto:portal.support@evicore.com) or via phone at 800.646.0418 (Option 2). For any Client or Provider inquiries not associated with this training, please email [ClientServices@evicore.com](mailto:ClientServices@evicore.com).