



SECURITY HEALTH PLAN PLATFORM MIGRATION – PROVIDER ORIENTATION SESSION SCHEDULE

eviCore currently maintains prior authorization management on two platforms, MedSolutions and CareCore National. Wellmed Radiology / Cardiology requests have been historically managed on the MedSolutions platform. **Effective December 4, 2023, Security Health Plan (SHP) Radiology and Cardiology authorizations will be managed on the legacy CareCore National platform.** Authorizations built prior to December 4, 2023 on the MedSolutions Portal will remain there for reference.

Beginning in November 2023, eviCore healthcare will be leading online orientation sessions designed to assist you and your staff with understand the changes being made, and how to access and utilize the CareCore National portal. These sessions will include a question-and-answer period.

Registration

All online orientation sessions require advance registration. Each online orientation session is free of charge and will last approximately 30 minutes. All sessions are scheduled in Central Time.

Day of the Week	Date	Time
Thursday	November 16, 2023	11:30 am
Tuesday	November 28, 2023	12:30 pm
Thursday	November 30, 2023	12:00 noon
Tuesday	December 5, 2023	1:30 pm

How to Register

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

1. Please go to <http://eviCore.webex.com>.
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab. Choose "**Security Health Plan Migration Provider Orientation.**"
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

After you have registered for the WebEx session, you will receive an e-mail containing the toll-free phone number and 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. We recommend that you add the session to your calendar so you do not forget.**

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at 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 via phone at 800.646.0418 (Option 4).