



# Provider Notice

October 12, 2023

## **eviCore Training Schedule for Prior Authorization Change effective 11/1/23**

We are pleased to announce our partnership with eviCore Healthcare to provide prior authorization management of durable medical equipment (DME) effective on 11/1/23. With this change, the list of DME HCPCS codes that requires prior authorization will be changing. Please review these changes for future reference. That list can be found [here](#).

Please join eviCore for informative orientation sessions to assist you and your staff with utilization management and prior authorization approval requirements for CountyCare Healthplan members being reviewed for DME. Each orientation session is available at no cost and lasts approximately one hour.

### **How to register for orientation webinar sessions**

**Please register in advance and read the following instructions carefully for session registration and participation information.**

1. Once you have selected a provider-specific session, please go to <http://eviCore.webex.com/>.
2. Click on the “Webex Training” button from the top left drop-down menu.
3. Find the date and time of the session you wish to attend by clicking the “Upcoming” tab. You will find the sessions under the following name: **CountyCare Health Plan**
4. Click “Register.”
5. Enter the registration information.

After you have registered for the orientation session, you will receive an email containing the toll-free telephone number, meeting number, a link to the website, and the calling password.

Please keep the registration email so you will have the link to the web session and the call-in number. If you cannot find a convenient session, you can obtain a copy of the presentation by contacting [clientservices@evicore.com](mailto:clientservices@evicore.com).

You can find a complete training schedule with details on how to register on the eviCore implementation website ([evicore.com/resources/healthplan/countycares](http://evicore.com/resources/healthplan/countycares)).

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact us at [CountyCareProviderServices@cookcountyhhs.org](mailto:CountyCareProviderServices@cookcountyhhs.org).

<b>DME Orientation Sessions (all times are CST)</b>		
<b>Day</b>	<b>Date</b>	<b>Time</b>
Thursday	10/26/2023	10:00 a.m.
Monday	10/30/2023	1:00 p.m.
Wednesday	11/01/2023	1:30 p.m.
Friday	11/03/2023	10:00 a.m.
Monday	11/06/2023	11:00 a.m.