

April 23, 2025

Aetna Better Health® of Illinois

EviCore offers training on prior authorization portal changes

EviCore is enhancing the prior authorization process for Aetna Better Health® of Illinois members for the following programs:

- Radiology advanced imaging
- Cardiology advanced imaging
- Musculoskeletal pain management

Effective 06/01/2025, prior authorization for Aetna Better Health of Illinois members for these services must be submitted via the CareCore National Portal. This may be done online at www.EviCore.com, by calling the EviCore prior authorization unit or via fax.

Register for upcoming training

Providers are invited to attend an online orientation to become familiar with the changes. Sessions are one hour in length and are offered at no charge.

- May 28 at 10 AM (CT) Aetna Better Health Provider Orientation for EviCore Portal Migration
- June 4 at 1 PM (CT) Aetna Better Health Provider Orientation for EviCore Portal Migration

To register for a session, visit <http://EviCore.webex.com>.

1. Select "WebEx Training" from the menu bar on the left.
2. Click the "Upcoming" tab and choose the session you want to attend.
3. Click "Register" next to the session you wish to attend.
4. Enter the registration information.

You'll receive an email with the conference link and details. Please keep the registration email and use the link to join the session. If you can't participate in a session, you can obtain a copy of the presentation [here](#).

Services performed without authorization may be denied for payment, and you may not seek reimbursement from members. This is only a change in the portal used to process the prior authorization request. The clinical review process will not change.

Questions?

Please contact your assigned [Provider Relations representative](#) if you have questions.