Provider notification

EviCore Portal Migration

Dear Provider,

EviCore is pleased to announce an enhancement to the authorization process for members of Aetna Better Health® for the following programs:

- Radiology Advanced Imaging
- Cardiology Advanced Imaging
- Musculoskeletal Pain Management

Effective **11/01/2025**, requests for **Aetna Better Health of Michigan** members that require prior authorization from EviCore will be submitted via the CareCore National portal.

Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

Under the enhanced process, you will be directed to submit requests electronically via the CareCore National portal at www.EviCore.com.

Please note: This is only a change in the portal used to process the prior authorization request. The clinical review process will not change.

To help familiarize you with these changes, we invite you to attend our online orientation. 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 (EST)**.

Session Name	Date	Time
Aetna Better Health Provider Orientation for EviCore Portal Migration	10/28/2025	11:00 AM
Aetna Better Health Provider Orientation for EviCore Portal Migration	10/29/2025	9:00 AM
Aetna Better Health Provider Orientation for EviCore Portal Migration	11/04/2025	3:00 PM
Aetna Better Health Provider Orientation for EviCore Portal Migration	11/05/2025	9:00 AM

Here's how to register for an orientation session:

1. Go to http://EviCore.webex.com.
2. Select **"WebEx Training"** from the menu bar on the left.
3. Click the **"Upcoming"** tab and choose the session you want to attend.
4. Click **"Register"** next to the session you wish to attend.
5. Enter the registration information.

After you have successfully registered for the live WebEx session, 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 email.** You will need the link to join 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/aetna-better-health-michigan.

Documents are available in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader/.