

**Q** What change is Blue Cross and Blue Shield of Louisiana making for medical drug prior authorizations?

**A** Today our providers use ExpressPath to submit an electronic request for medical drug prior authorizations.

On December 2, 2024, and after, providers must instead use the EviCore provider portal for electronic submissions for medical drugs. The EviCore provider portal will be available through [www.evicore.com](http://www.evicore.com).

Care Continuum (CCUM) will continue to manage the medical drug management program and utilization review. Providers can continue to submit requests to the existing numbers: phone (1-888-278-9749) or fax (1-888-268-9027).

**Q** What are the benefits of using the EviCore provider portal?

**A** The EviCore provider portal offers:

- **Speed** – Requests submitted online require half the time, or less, than those taken telephonically.
- **Efficiency** – Clinical documentation can be attached to the case upon initial submission, reducing follow-up calls or faxes.
- **Availability** – The EviCore provider portal is available 24/7.

**Q** Do I need to register for the EviCore provider portal?

**A** Anyone who does not currently have an EviCore provider portal account will need to register at [www.evicore.com](http://www.evicore.com).

**Q** How do I create an account through the EviCore provider portal?

**A** Go to [www.evicore.com](http://www.evicore.com).

- Below the portal login, click on **Register Now**.
- Choose **CareCore National** as your default Web portal.
- Fill in the registration information and click **Submit**.
- Go to your email to access the link to set up your password.
- Go back to [www.evicore.com](http://www.evicore.com) and log into the portal using your new credentials.

**Q** Will the ExpressPath portal still be available for use after December 2, 2024?

**A** ExpressPath will no longer accept electronic requests after December 2, 2024. If you have questions regarding authorizations submitted through ExpressPath, please contact Care Continuum at 1-888-278-9749.

**Q** What happens to my existing authorization requests submitted through the ExpressPath portal?

**A** Existing authorization requests will be processed and do not need to be resubmitted through the EviCore provider portal.

**Q** Which members can I enter authorizations for in the EviCore portal?

**A** The EviCore provider portal is available for Louisiana Blue, including HMO Louisiana, Inc. members.

Federal Employee Program (**FEP**) authorizations should **not be submitted** through the EviCore provider portal.

**Q** Who can I reach out to for status of my authorization request?

**A** Once a request is submitted through the EviCore provider portal, you may contact CCUM Operations at 1-888-278-9749 for status updates.

**Q** How does the provider get the authorization decision?

**A** Providers are notified of the decision via fax or by mailed letter. This is the current process and will continue after December 2, 2024.

**Q** Will the prior authorizations process for pharmacy benefit drugs change?

**A** No. Electronic prior authorization submissions for pharmacy benefit drugs will remain the same as how you do it today.

**Q** Who can I reach out to for questions/support about the EviCore provider portal?

**A** Technical support for electronic submissions via the portal is available by phone at 1-800-646-0418, option 2 or send an email to EviCore's Portal Support team at [portal.support@evicore.com](mailto:portal.support@evicore.com).

Support is available during normal business hours of Monday – Friday, 6 a.m. to 6 p.m. CT (except holidays).

**Q** I have reviewed the online resources and still have questions. Who should I contact?

**A** The Louisiana Blue Provider Relations Team is available to help during our normal business hours of Monday – Friday, 8 a.m. to 4:30 p.m. CT (except holidays). They can be reached at 1-800-716-2299, option 4 or by email at [provider.relations@lablue.com](mailto:provider.relations@lablue.com).

**Q** Where can I find instructions for entering authorization requests in the EviCore provider portal?

**A** Training webinars are being offered to assist you and your staff in understanding how to access and use the new portal. Preregistration is required to attend, and is available through our Weekly Digest email, sent out each Thursday. Once registered, you will receive a confirmation email with attendance instructions. Webinar dates include:

November 20, 2024	10 – 11 a.m.
November 20, 2024	2 – 3 p.m.
November 21, 2024	10 – 11 a.m.
November 21, 2024	2 – 3 p.m.
December 4, 2024	10 – 11 a.m.
December 4, 2024	2 – 3 p.m.

After December 4, 2024, the webinar presentation will be available on the Provider page ([www.lablue.com/providers](http://www.lablue.com/providers)). Click on “Resources” and look under the “Workshops and Webinars” section.