



Dear Colleague:

Effective 11/01/2016, eviCore is implementing a change of process for initiating Musculoskeletal pre-certification requests. Please update your records to reflect the new website address, as well as phone and fax numbers.

Beginning 11/01/2016, online requests for Aetna Better Health of Virginia's Musculoskeletal procedures will be initiated via the eviCore web portal located at <https://evicore.com/Pages/ProviderLogin.aspx>. You will need to complete a brief one-time registration to access the web portal, if not already registered.

To request an authorization, submit your request online, by phone or fax:

- Log onto <https://evicore.com/Pages/ProviderLogin.aspx>. Utilizing the web is the quickest, most efficient way to initiate a request and obtain the status of an existing request
- Call us at 1-888-693-3211
- Fax an eviCore healthcare request form to 1-844-82AETNA. This form has been updated and is available on our website at <http://www.medsolutions.com/implementation/abhva>

Have questions about requesting authorizations? Attend our online orientation! The orientation schedule, program training resources, Clinical Guidelines, CPT codes managed, and fax request forms are available at <http://www.medsolutions.com/implementation/abhva>. Please email our client services department at clientservices@eviCore.com if you have any questions or need more information.

Web Orientation Sessions

eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the case creation process. We encourage you to attend one of these informative sessions to ensure your understanding of the new precertification process and to review the registration process for the web portal.

Anyone wishing to attend one of the online web orientation sessions must register in advance. Each session is scheduled in Eastern Time and will last approximately one hour.

Date	Time	Topics Covered
Monday September 12	11:00 AM EST	Pain Management/ Musculoskeletal Procedures
Thursday September 15	3:00 PM EST	Pain Management/ Musculoskeletal Procedures
Tuesday September 20	9:00 AM EST	Pain Management/ Musculoskeletal Procedures
Wednesday October 5	1:00 PM EST	Pain Management/ Musculoskeletal Procedures

How to Register

1. Once you have chosen a date and time, please go to <http://medsolutions.webex.com>
2. Click on the "Training Center" tab at the top of the Web page
3. Find the date and time of the conference you wish to attend by clicking the "Upcoming" tab. All of the Provider Orientation Sessions will be named "Aetna Better Health Provider Training Sessions"
4. Click "Register," and enter the registration information

After you have registered for the conference, you will receive an e-mail containing the toll-free phone number and passcode, the conference password, and a link to the web portion of the conference.

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. If you are unable to participate in a session at any of the times listed, you can obtain a copy of the presentation by contacting clientservices@eviCore.com. The presentation is in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader.

Sincerely,



Gregg P. Allen, M.D.
Chief Medical Officer
eviCore healthcare