

August 22, 2025

Aetna Better Health® of Illinois

Enhancement to the EviCore Prior Authorization Process

Effective October 1, 2025, EviCore, our vendor servicing prior authorizations for Radiology, Cardiology and Pain Management, is moving from their current Isaac platform to their new Image ONE platform. Aetna Better Health of Illinois members that require prior authorizations will be required to submit requests 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 (preferred method), telephonically by contacting the EviCore prior authorization unit (866-668-8295), or via fax (800-540-2406). **Please note:** This is only a change in the portal used to process the prior authorization request. The clinical review process will not change.

Orientation Sessions Available

To help familiarize you with these changes, EviCore invites you to attend their online orientation. All online orientation sessions require advanced 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	9/23	11 am
Aetna Better Health Provider Orientation for EviCore Portal Migration	10/8	1 pm

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.

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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 e-mail.** 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-il>.

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

Sincerely,

Aetna Better Health of Illinois