

April 14, 2023

Specialty Provider Training Sessions Offered by eviCore Healthcare

Effective for dates of service on or beyond **May 1, 2023**, services from the list below will require prior authorization thru eviCore healthcare for members enrolled in the ACNC North Carolina Medicaid health plan. The ACNC [Prior Authorization webpage](#), [Lookup Tool](#), and Reference Guide will be updated by the implementation date to support this change with instructions, recommendations for ordering physicians, and urgent requests.

- **Diagnostic Sleep Testing**
- **Durable Medical Equipment (DME)**
- **Genetic Testing**
- **Joint & Spine Surgery**
- **Occupational Therapy**
- **Pain Management**
- **Physical Therapy**
- **Radiation Oncology**

REGISTER for Training

eviCore is conducting a series of trainings based on specialty/service type beginning Monday, April 17 and continuing through Friday, May 5, 2023, to familiarize providers with the prior authorization submission process.

Please [register](#) for a one-hour online orientation session by selecting the appropriate program based on your physician specialty. Click the “upcoming” tab and for example select, the title **AmeriHealth Caritas North Carolina (ACNC) for Physical Therapy**. Click “register” and complete the registration information.

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

Questions?

A copy of the presentation as well as other helpful resources can be found on eviCore’s website under [AmeriHealth Caritas North Carolina Resources](#). Documents are available in PDF format; you will need [Adobe Reader](#) to view them.

If you have any questions regarding the eviCore web portal, please contact the Web Support team via [email](#) or phone at **1-800.646.0418 (Option 2)**. For any Client or Provider inquiries not associated with this training, please [email](#) or call the eviCore Client and Provider Services department at **1-800-646-0418 (Option 4)**.

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive or AmeriHealth Caritas North Carolina's Provider Network Management leadership.