

«Date»

«Provider_Name»

«Provider_AddressLine1»

«Provider_AddressLine2»

«Provider_City», «Provider_State» «Provider_Zip»

Re: EviCore portal for electronic case initiation for Medical Specialty Drug Authorizations Starting April 1, 2026

Dear Provider,

To streamline prior authorization requests and improve efficiency, Commonwealth Care Alliance, Inc. (CCA) is implementing a new process for Medical Specialty Drugs. This change will help ensure timely reviews and better coordination of care for our members.

Effective April 1, 2026, CCA Medicare Part B providers will use www.EviCore.com to initiate electronic prior authorization requests for Medical Specialty Drugs.

What You Need to Know

- **Program Management:** Care Continuum (CCUM) will manage the Medical Specialty Drug program and conduct utilization review.
- **Prior Authorization Submission:**
 - **Phone:** Submit requests to CCUM at 888-933-2653
 - **Portal:** Submit electronic requests to CCUM at [EviCore.com](http://www.EviCore.com)
 - **Fax:** Submit requests via fax to CCUM (*fax number will be provided in the next communication*)
 - **Status Checks:** Call CCUM for case status inquiries and questions on phone, fax, or portal submissions
- **Portal Access:** EviCore.com will serve as a single sign-on portal for submitting electronic requests to CCUM.
- **Portal Technical Support:**
 - Phone: **800-646-0418 (Option 2)**
 - Email: portal.support@EviCore.com
- **Member Eligibility:** CCA will continue to provide member eligibility support. Please refer to the CCA 2026 Provider Manual at <http://ccama.org/provider-manual>.
- **Transition Timeline:** Providers may begin submitting cases through EviCore.com on **April 1, 2026**. Prior to this date, all prior authorization requests should continue to be submitted directly to CCA.

Orientation Sessions

To help familiarize you with the process, we invite you to join a free online orientation session, hosted by EviCore. Each session lasts one hour and requires advance registration.

Please note: All session times are listed in Eastern Time (ET).

Session Name	Date	Time
OnePA MDM Implementation for CCA	3/23/2026	10:00 AM
OnePA MDM Implementation for CCA	3/24/2026	10:00 AM
OnePA MDM Implementation for CCA	4/6/2026	10:00 AM

How to Register

1. Go to [EviCore.webex.com](https://www.evicore.webex.com).
2. Select 'WebEx Training' from the left menu bar.
3. Click the 'Upcoming' tab and search 'CCA'.
4. Click 'Register' next to your preferred session.
5. Complete the registration form.

After registering, you will receive an email with:

- Toll-free phone number
- Meeting number
- Conference password
- Web link for the session

Please keep this email. You will need the link and call-in number to join the session.

If you are unable to participate in a session, you can access the presentation and resources at: <https://www.evicore.com/resources/healthplan/commonwealth-care-alliance-cca>.

Thank you for your partnership in providing high-quality care to our members.

If you have questions or need assistance, please contact CCA Provider Services at 866-420-9332 Monday, Tuesday, Wednesday, and Friday 8 a.m. to 5 p.m. ET and Thursday 8:30 a.m. to 5 p.m. ET.

Sincerely,

Commonwealth Care Alliance