



Orientation Session Invitation

As part of Highmark's efforts to provide its recipients with access to high-quality, cost-effective care, it has selected eviCore healthcare to provide a utilization management program for musculoskeletal services. The program will take effect September 24, 2018, for dates of service beginning October 1, 2018.

In the coming weeks, eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the new musculoskeletal management program. You will be able to attend the web orientation session that works best for you and your schedule.

During these sessions we will discuss in detail the prior authorization requirements for Highmark members and how to navigate the web portal. Time and participation permitting, this orientation session will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure your understanding of the new prior authorization process for joint surgery, spine surgery and interventional pain.

Web Orientation Sessions

Anyone wishing to attend one of the online web orientation sessions must register in advance. Each online web orientation session is free of charge and will last approximately one hour. We hope you find one or more of the following times convenient. All session times are Eastern Time. *Please note WebEx may display Central Times.*

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|---------------------------|------------------|-------------------------|
| September 19, 2018 | Wednesday | 12:00 PM Eastern |
| September 21, 2018 | Friday | 1:00 PM Eastern |
| October 4, 2018 | Thursday | 9:00 AM Eastern |
| October 5, 2018 | Friday | 10:00 AM Eastern |
| October 11, 2018 | Thursday | 2:00 PM Eastern |
| October 12, 2018 | Friday | 3:00 PM Eastern |

How to Register

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <https://evicore.webex.com/>
2. Click on the "Webex Training" link at the left of the page
3. Click the "Upcoming" tab, and find the date and time of the conference you wish to attend. All of the Provider Orientation Sessions will be named "**eviCore/Highmark MSK Provider Orientation Session**"
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 meeting number, 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, you can obtain a copy of the presentation as well as other important documents at <https://www.evicore.com/healthplan/highmark>. Documents are available in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader/. To receive important announcements and updates via email, please send your contact information to providernewsletter@evicore.com.