

North Carolina Medicaid Special Bulletin

An Information Service of the
Division of Medical Assistance

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**Attention:
All Providers**

Hurricane Irma Impacts To eviCore Call Centers

Due to the likely impact of Hurricane Irma on eviCore facilities in Florida and South Carolina, eviCore has stated that providers may experience longer hold times than usual. All providers are encouraged to utilize the online provider portal at www.evicore.com to initiate prior approval requests for imaging studies. Until eviCore can complete the recovery process, providers should continue to check request status through the portal.

Those with questions about registration or navigating the portal should contact the Web Support team at 1-800-646-0418 or email portal.support@evicore.com.

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