



Health Partners Plans

November 20, 2020

RE: eviCore Portal Enhancement

Dear Provider:

Thank you for being a Health Partners Plans participating provider.

You may have noticed a recent change in the eviCore portal that enhances the user experience. Health Partners Plans is working with eviCore to streamline the prior authorization process by using the new eviCore IntelliPath technology with natural language processing and artificial intelligence. As this technology is fully implemented over the next few months, you may notice:

- Increased percentage of immediate approvals
- Less time spent answering clinical questionnaires
- Less time spent in eviCore portals or on the phone with eviCore to submit authorizations
- Fewer requests from eviCore for additional information

If you have any questions, please contact our Provider Services Helpline at **1-888-991-9023**, Monday – Friday, 9 a.m. – 5:30 p.m.

Sincerely,

Michael K. Krusen

Michael K. Krusen
Regional Vice President, Provider Network Operations