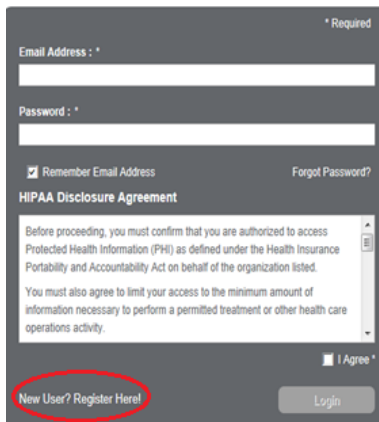


eviCore healthcare Web Reference Guide

Create Your Web Portal Account

- Go to <https://myportal.medsolutions.com>
- Click “New User? Register Here!” in the bottom left corner.



- Fill out the required information and ensure your fax number and email address are correct. Your email address will be your user name. You will also need to create a unique password.
- Accept the terms of agreement, and then click “Submit.”

Verify Your Web Portal Account

- Once you have created your Web Portal account, you will receive an email containing a link to create your password. Click on the hyperlink in the e-mail to create a secure password that is at least (8) characters long and includes an uppercase letter, lowercase letter, number, and special character.
- You will only have to verify your account once. Once the account has been verified, you can delete the verification email.
- You may change your password and update your profile information in the Options Tool once you have registered. The Options Tool is located at the top right of all pages of your Web Portal account.
- **Tip:** If you don't receive the e-mail with your secure link, try registering again. If you're unable to register, please contact the eviCore healthcare Web Support team at 1-800-575-4594.
- You can also reach the Web Support team at via the “Live Chat” option located at <https://myportal.medsolutions.com> or via email at online@medsolutions.com.

Web Portal Features

- The “**Home Tab**” is divided into two exportable/customizable sections. My Pending Worklist is an at-a-glance look at all cases that require additional information in order to be considered for review. The Recently Submitted Cases section shows all cases that have been recently initiated on the web under your portal account.
- The “**Search Tab**” allows for searching capability to look up information and/or start a new request. You can locate a specific member or member history when searching by ID number or name and date of birth. Search by case number to find a past or present case.
- If your case requires clinical information, you may provide the requested documentation on the portal. Complete the most appropriate clinical form and submit online along with any electronic documents available. Once the form has been submitted, you cannot add clinical information. You must call or fax the additional clinical details to eviCore healthcare once the initial online submission has been made. Don't forget to include the case number on your form.
- Look for the “**Online Chat**” link throughout the site anytime you need assistance. Remember you can contact the Web Support team at 1-800-575-4594 or online@medsolutions.com.