

Cohere User Welcome Packet

Updated: August 2024



Welcome to Cohere!

Cohere Health simplifies healthcare by enabling patients, physicians, and health plans to collaborate on getting the right care, at the right time, at the right place, and at the right cost. Our focus is to enable an efficient, transparent patient journey where patient goals and achieving optimal clinical outcomes are central to decision-making.

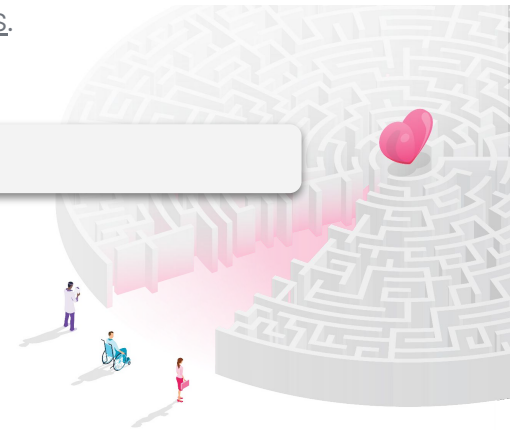
We recognize the importance of our provider partners and look forward to partnering with you on the journey to better care.

Please use this simple packet as a comprehensive guide for getting started with Cohere.

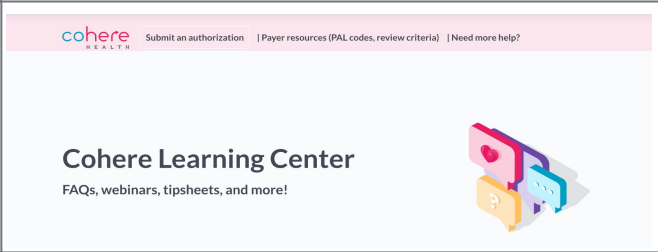
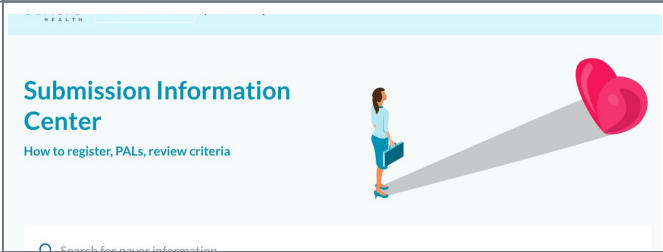
Please note: There may be client-specific nuances that are not reflected in these materials if you are viewing them prior to the clients' respective go-live dates.

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Overview of our Learning Centers

	 <p>cohere HEALTH Submit an authorization Payer resources (PAL codes, review criteria) Need more help?</p> <p>Cohere Learning Center FAQs, webinars, tipsheets, and more!</p>	 <p>Submission Information Center How to register, PALs, review criteria</p>
	<p><u>The Cohere Learning Center</u></p>	<p><u>The Submission Information Center</u></p>
<p>Who should use it?</p>	<ul style="list-style-type: none"> • Users who have already registered for a Cohere account. • A login is required to access. 	<ul style="list-style-type: none"> • Users who have not yet registered for an account or are looking for payer-specific information. • No login required to access.
<p>What materials are housed in this learning center?</p>	<ul style="list-style-type: none"> • Clinical tip sheets • Demonstration videos • Troubleshooting • Documentation best practices • Webinar schedule and recordings 	<ul style="list-style-type: none"> • <i>Detailed PAL lists</i> for applicable payers • Criteria used to decision requests • How to register for a Cohere account • Other payer-specific resources

Links to Helpful Resources

Listed below are several resources available to help you learn more about Cohere. The links under the **login required** section will be available to you *once you have registered for a Cohere account*. See our resources in the **no login required** section on how to register if you need assistance with that process!

Login required

- [Cohere Learning Center homepage](#)
- [Live & Recorded Webinar Sessions](#)
- [How to submit an authorization](#)
- [Editing an authorization](#)
- [How to get an approval with Cohere](#)
- [Clinical documentation best practices](#)
- [Lifecycle of an authorization](#)
- [Admin responsibilities](#)

No login required

- [Submission Information Center homepage](#)
- [How to register for a Cohere account](#)
- [Register for live training webinars](#)
- [How to contact Cohere](#)