Provider Engagement

Who We Are & What We Do

The Provider Engagement team—built from multiple areas of expertise within the company—serves as EviCore's primary voice to the provider community.

Our main responsibility is on-boarding providers during new program implementations. We do this by utilizing a data-driven approach to identify selected providers designated for collaboration, higher levels of provider engagement outreach (which can include in-depth education on program processes and delegated services), and discussion around the clinical rationale for specific solutions. We also create a market readiness strategy for the new program implementation, conduct Webex provider orientation sessions and tailor provider training materials.

Our team consists of:

+ Regional Provider Engagement Managers
+ Provider Engagement Specialists
+ National Provider Advocate
+ Oncology Benefits Manager
+ Radiology Network Senior Advisor

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What else does the Provider Engagement team do?

On an ongoing and as-needed basis, we:

+ Conduct provider outreach activities in an effort to improve provider metrics related to denial rates, case initiation methods and reduce case hold times.
+ Create specialized provider training materials.
+ Develop and manage relationships with providers, and monitor/ assess performance metrics.
+ Generate provider profile reports by tax ID number (TIN) or national provider identifier (NPI).
+ Educate the health plan's provider relations staff and employees.

We also help other EviCore departments address the following:

+ Claim processing inquiries
+ Web-portal navigation or other issues
+ Clinical discussions between ordering providers and EviCore Medical Directors
+ Coordination of EviCore's meetings with clients to address provider-related concerns and educational opportunities

To find the Regional Provider Engagement Manager assigned to your state, visit **EviCore.com**, select "Providers' Hub" and scroll down to "EviCore Provider Experience Territory List" under the Training Resources section.

Who handles provider-related inquiries and how can I submit one?

Our Client and Provider Services team addresses provider-related inquiries.

+ The most common requests include:
+ Transactional authorization-related issues requiring research
+ Eligibility issues (member, rendering facility, and/or ordering physician)
+ Consumer engagement inquiries
+ Questions pertaining to accuracy assessment, accreditation, and/or credentialing
+ Requests to re-send an authorization to the health plan
+ Issues experienced during case creation
+ Reports of system issues

We're here to help

To submit an inquiry, send an email to ClientServices@evicore.com.

+ Include a description of the issue, with member, provider, and case details when applicable.
+ Please include the health plan name in the subject line.
+ You will be assigned a ticket number starting with "T" that identifies your request.

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