



Facility Change Enhancement for Complete & Approved Cases on Carrier's Web

Currently, this feature is only available to the user that submitted the authorization request.

Start by performing an authorization lookup:

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Home Certification Summary **Authorization Lookup** Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal Resources Manage Your Account MedSolutions Portal Help / Contact Us

Friday, March 07, 2025 1:40 PM [Log Off \(AMV/LAT\)](#)

Authorization Lookup

[Search by Member Information](#) | [Search by Authorization Number/NPI](#) | [OnePA: Prior Authorization Portal for Providers](#) | [Search by Claim Number/Health plan](#)

Required Fields

Provider NPI:

Auth/Case Number:

SEARCH

PRINT

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Once the case info is displayed, click the change site button:





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- [Home](#)
- [Certification Summary](#)
- [Authorization Lookup](#)
- [Eligibility Lookup](#)
- [Clinical Certification](#)
- [Certification Requests In Progress](#)
- [MSM Practitioner Perf. Summary Portal](#)
- [Resources](#)
- [Manage Your Account](#)
- [MedSolutions Portal](#)
- [Help / Contact Us](#)

Friday, March 07, 2025 1:42 PM

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Authorization Lookup

Authorization Number:

Case Number: **P2P AVAILABILITY**

Patient Name:

DOB:

Status:

P2P Status:

Approval Date:

Service Code:

Service Description: **CHANGE SITE**

Site Name:

Start Date:

Expiration Date:

Date Last Updated:

Correspondence: **UPLOADS & FAXES**

REFRESH

Procedure	Description	Qty Requested	Qty Approved	Modifier(s)
73718 CHANGE CODE	Magnetic resonance imaging (MRI) (a special kind of picture) of your leg without contrast (dye)	1	1	

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OR –this functionality can also be accessed from the certification summary tab:

Certification Summary

Search For:

Search:

Page 1 of 1 10 View 1 - 7 of 7

Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description	Site Name	Change Site	Expiration Date	Corre
1					Pending eviCore Review		71250	CT THORAX W/ CONTRAST		Change	—	Undo
2					Unable to authorize at this time with information provided		71250	CT THORAX W/O CONTRAST		Change	—	Undo
3					Pending eviCore Review		72141	MRI CERVICAL SPINE W/O CONTRAS		Change	—	Undo
4					Approved		74176	CT ABDOMEN & PELVIS W/O		Change	09/01/2025	Undo

The site will then display the facility search page. Searching the facility by the NPI is the easiest search option:





Authorization Lookup

Authorization Number: **Change Site**

Case Number:
Patient Name:
DOB:
Status:
P2P Status:
Approval Date:
Service Code:
Service Description:
Site Name:
Start Date:
Expiration Date:
Date Last Updated:

Specific Site Search
Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI: Zip Code: Site Name:
 TIN: City:

Starts with
 Exact match

LOOKUP SITE

CANCEL

Facility search info will populate below. Once the information has been verified as correct click the select button. Then click submit on the next pop up & continue on the last verification screen:

Authorization Lookup

Authorization Number: **Change Site**

Case Number:
Patient Name:
DOB:
Status:
P2P Status:
Approval Date:
Service Code:
Service Description:
Site Name:
Start Date:
Expiration Date:
Date Last Updated:
Correspondence:

Specific Site Search
Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI: Zip Code: Site Name:
 TIN: City:

Starts with
 Exact match

LOOKUP SITE

	Name	Address
SELECT		

CANCEL

Change Site

Please click submit

Submit

CLOSE



Change Site

Specific Site Search
Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI: Zip Code: Site Name:
 TIN: City: Starts with Exact match

LOOKUP SITE

	Name	Address
SELECT		

CANCEL **CONTINUE** ←

As soon as the update is completed, the fields on the authorization summary will change to reflect the new site. (Refresh the page if needed)

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Home
Certification Summary
Authorization Lookup
Eligibility Lookup
Clinical Certification
Certification Requests In Progress
HSH Practitioner Perf. Summary Portal
Resources
Manage Your Account
MedSolutions Portal
Help / Contact Us

Friday, March 07, 2025 1:57 PM Log Off (AMYUAT)

Authorization Lookup

Authorization Number:

Case Number: **P2P AVAILABILITY**

Patient Name:

DOB:

Status:

P2P Status:

Approval Date:

Service Code:

Service Description:

Site Name: Updated site name **CHANGE SITE**

Start Date:

Expiration Date:

Date Last Updated:

Correspondence: **UPLOADS & FAXES**

REFRESH

Procedure	Description	Qty Requested	Qty Approved	Modifier(s)
73718 CHANGE CODE	Magnetic resonance imaging (MRI) (a special kind of picture) of your leg without contrast (dye)	1	1	

PRINT

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Updated view from certification summary page:

Certification Summary

Search For:

Search:

Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description	Site Name	Change Site	Expiration Date	Corre
1					Pending evCore Review		71260	CT THORAX W/ CONTRAST		Change	--	Updat
2					Unable to authorize at this time with information provided		71250	CT THORAX W/O CONTRAST		Change	--	Updat
3					Pending evCore Review		72141	MRI CERVICAL SPINE W/O CONTRAS		Change	--	Updat
4					Approved		74176	CT ABDOMEN & PELVIS W/O	Updated site name	Change	09/03/2025	Updat

