

# EviCore Communication Relationship Management (ECRM)



**EviCore**  
By EVERNORTH

# ECRM

## (EviCore Communication Relationship Management)

Beginning fall of 2025, EviCore will introduce a new way of submitting service requests for providers. These requests will be initiated through EviCore's new and streamlined self-service application, ECRM.

For more information, please visit EviCore's [ECRM resource site](#).

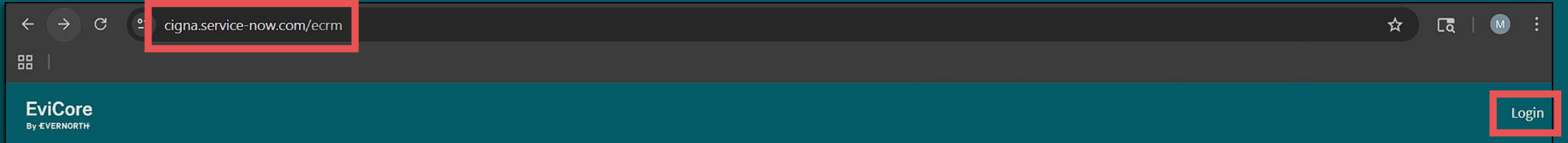


# Creating an ECRM Account



# Creating an ECRM Account

- To create your account, visit the [ECRM website](https://cigna.service-now.com/ecrm).



- Register by clicking the [Log in](#) link in the upper right portion of the screen.
- You'll then receive a pop-up giving you the option to register by clicking the corresponding link.

A screenshot of the ECRM login and registration form. It features a 'Log in' title, a 'User name' input field, a 'Password' input field with a toggle icon, and a teal 'Log in' button. Below the button, there is a link 'Don't have an account? Register' (highlighted with a red rectangle), a 'Forgot Password?' link, and a teal 'Contact Support' button with an envelope icon.

# Creating an ECRM Account

ECRM Registration

\* Indicates required

\* First name

\* Last name

\* Email

☐

\* Business Phone

Ext

\* Organization Name

- Enter your user information, being sure to address all fields with a red asterisk.
- Once complete, click the Sign Up button.

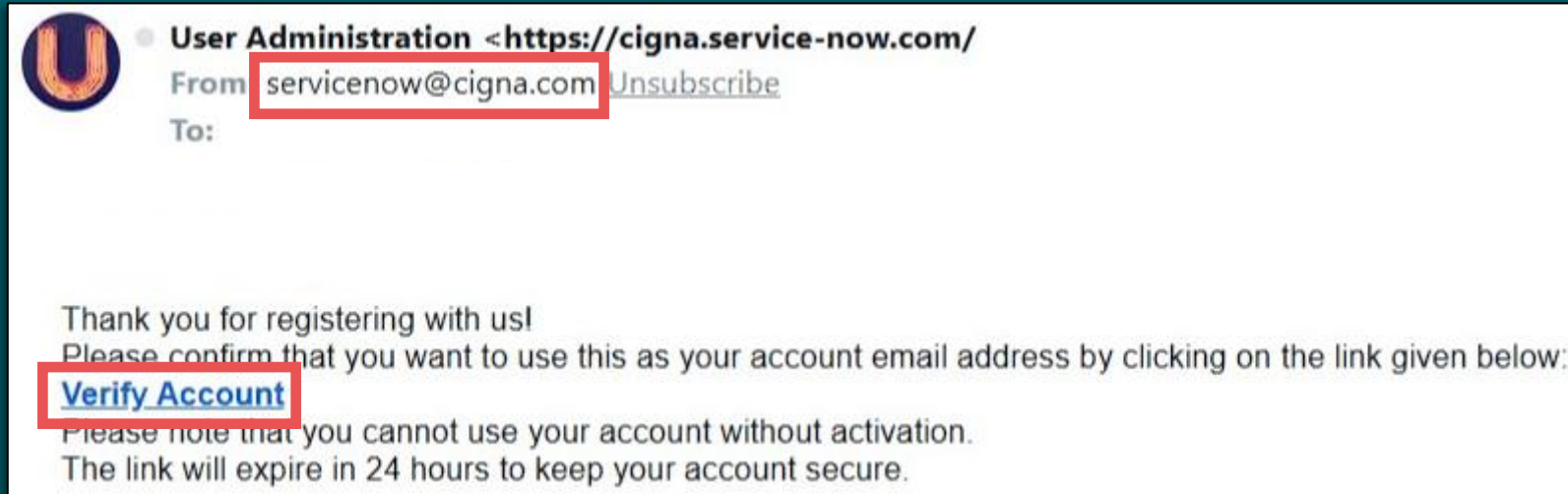
**Sign Up**

Required information

**First name** **Last name** **Email** **Business Phone** **Organization Name** **Address** **City** **State** **Individual Tax ID** **Individual NPI**

# Creating an ECRM Account | Account Verification

- After registering, you will receive an email requesting you verify your account.



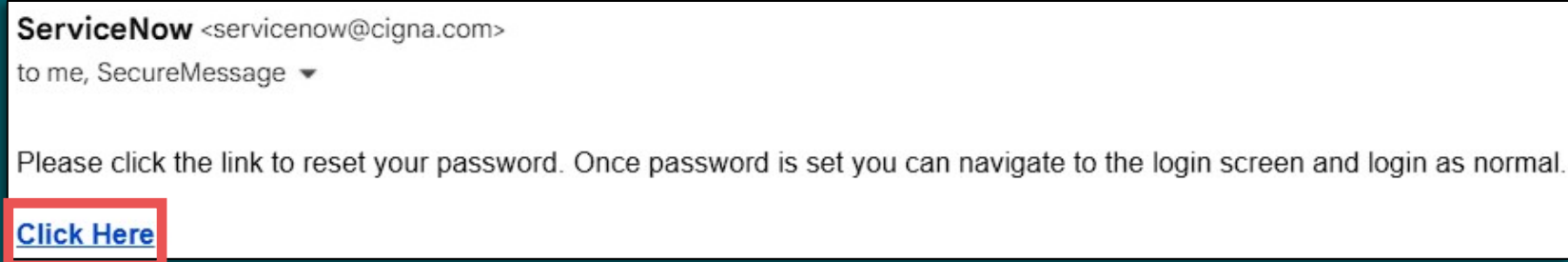
- When you click the Verify Account link, you will be redirected to the ECRM site.

Your email address has been verified.  
Please check your registered email for further details.  
Thank you!



# Creating an ECRM Account | Password Creation

- You will then receive an email requesting you reset your password.



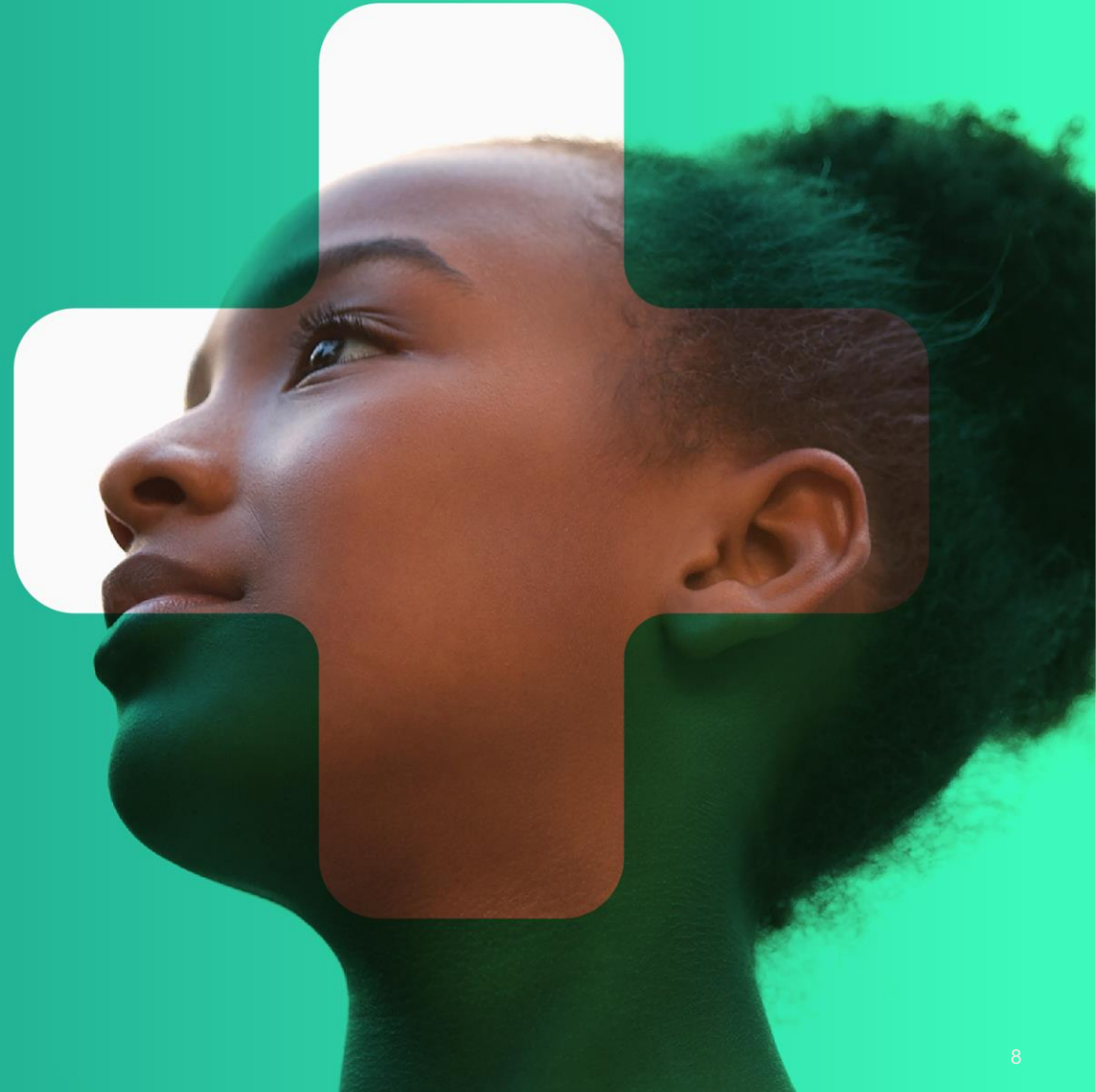
- After clicking the link received by email, you will be redirected to the ECRM site.
- Enter your username. You will be prompted to have a verification code sent to the email address associated with your account.
- Once the verification code is entered, you will be prompted to create a new password and will then be able to log in to your account.

The "Forgot password?" screen shows a progress bar with three steps: 1 Identify (active), 2 Verify, and 3 Reset. It has a "Username" input field with a red asterisk and a "Next" button.

The "Email Verification" screen shows a progress bar with three steps: 1 Identify, 2 Verify (active), and 3 Reset. It instructs the user to "Click Send verification code to send a password reset verification code to the email listed on your profile:" and shows a masked email address "mmc\*\*\*\*\*gan@\*\*\*\*\*". There are "Send verification code" and "Next" buttons.

The "Reset Password" screen shows a progress bar with three steps: 1 Identify, 2 Verify, and 3 Reset (active). It states "Account is not locked". It has a "New password" input field with a red asterisk, a strength indicator, and a list of requirements: Minimum 12 characters, Maximum 40 characters, At least 1 lowercase letter(s), At least 1 uppercase letter(s), At least 1 digit(s), and At least 1 special character(s) from the options !@#\$%&\*?+~=. Below this, it says "We'll also check these requirements once you submit" and lists: No repetitions more than 2 character(s), No sequence more than 2 character(s), and No user data like first name, last name, username, and company name. There is a "Retype password" input field with a red asterisk and a "Reset Password" button.

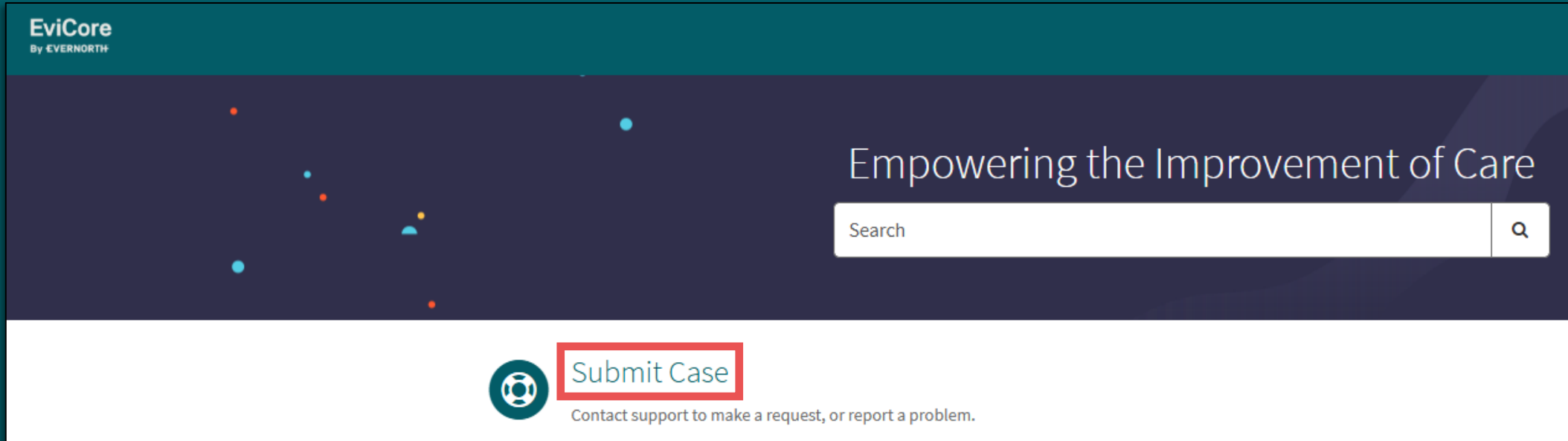
# Creating an ECRM Request





# Creating an ECRM Request

- Start by clicking the Submit Case button on the ECRM landing page.



# Creating an ECRM Request

The screenshot displays the ECRM Request creation interface. On the left, a sidebar titled 'Categories' is highlighted with a red box. It lists several categories: Appeals, Claims, **Client & Provider Services** (which is selected), Credentialing & Accuracy Management, and Eligibility. The main content area is titled 'Client & Provider Services' and includes a sub-header 'Formally Client Service Email Address \*add in\*'. Below this, there are three cards: 'Client Services', 'Provider & Network Relations', and 'Provider Services'. Each card has a 'View Details' button at the bottom. The interface also features a red grid icon and a hamburger menu icon in the top right corner.

- Once you have selected a category, various request forms will populate for you to choose.
- Select the appropriate form for your request.
- Health plan representatives should select the Client Services link.

# Creating an ECRM Request

Note: Issues affecting multiple users or impacting your primary job function should be reported by contacting the helpdesk.

Add to Favorites? ☆

## Provider Services

Provider Services

\* Indicates required

Short Description

Provider Issue

\* Insurance Carrier

Description

Paragraph ▼ B I [List Icons] [Link Icon] [Image Icon] [Code Icon]

\* Request Type

-- None --

### Request Details

Contact Name Contact Phone

Contact Email

Submit

Required information

Insurance Carrier Request Type Claim/EDI Number

- A red asterisk (\*) indicates required fields.
- Use the Description field to free-text any specifics related to the request.
- After making the selection(s) for your request, click the Submit button.

# Creating an ECRM Request

Your request has been submitted

Number

EC01057933

State

New

Created

just now

Short description

Wrong fax number populates during case build.

Description

Wrong fax number populates during case build. Correct fax number is 555-555-5555.

Options

Short Description

Wrong fax number populates during case build.

Insurance Carrier

Request Type

Provider Info Change

Subrequest

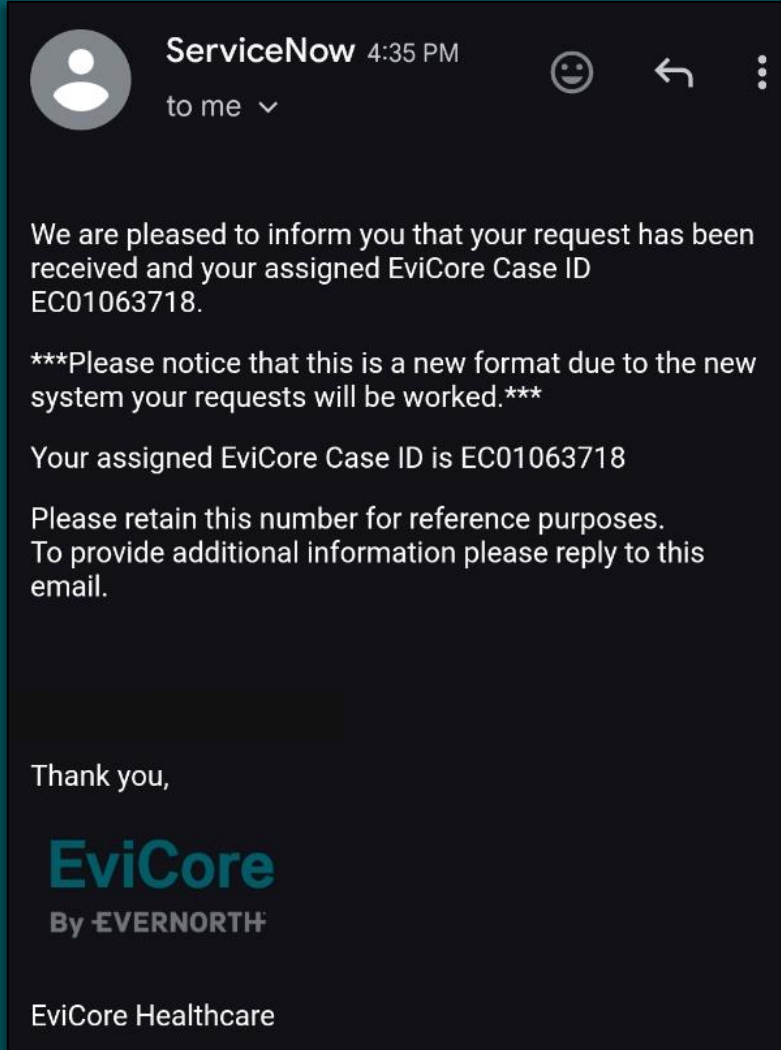
Phone & FAX Update EviCore PAR

Claim/EDI Number

123456789

- When you submit your request, you'll be taken to the Ticket Details page.
- Your summary will include the ticket number (EC#) and a description of your request.

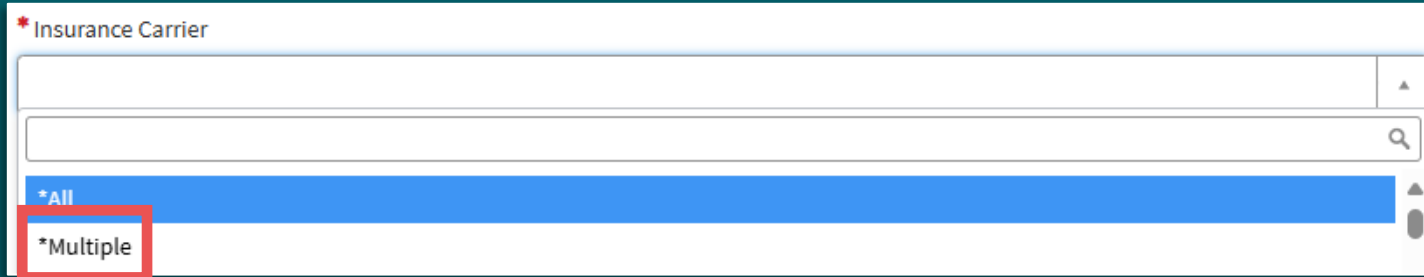
# Creating an ECRM Request



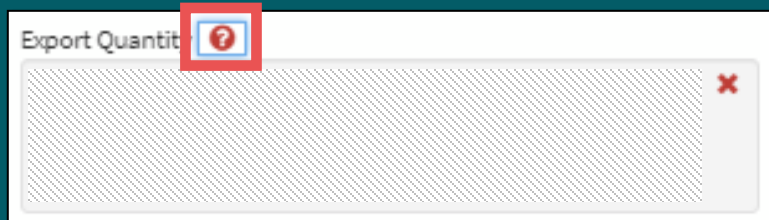
- You will also receive a confirmation email after you have successfully submitted a request.
- To ensure uninterrupted delivery of important messages, we kindly ask that you notify your information technology team and take the necessary steps to:
  - Mark as safe the new email address [ECRM@EviCore.Evernorth.com](mailto:ECRM@EviCore.Evernorth.com).
  - Update any rules or filters that currently reference [\[email\]@EviCore.Evernorth.com](mailto:[email]@EviCore.Evernorth.com).




# Creating an ECRM Request | Additional Features

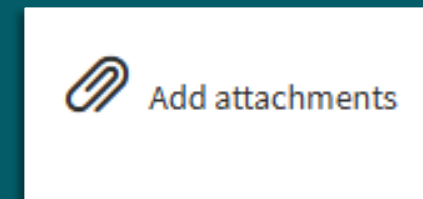
A screenshot of a web form titled "Insurance Carrier". Below the title is a search bar and a dropdown menu. The dropdown menu is open, showing two options: "\*All" and "\*Multiple". The "\*Multiple" option is highlighted with a red rectangular box.

- Type in Cigna and select CIGNA
- If you chose \*Multiple for the Insurance Carrier field, then you can select multiple health plans. This is only available for contracted providers and could delay response\*

A screenshot of a web form field labeled "Export Quantities". To the right of the label is a red circular icon containing a white question mark. The field itself is a large, empty text area with a red 'X' icon in the top right corner.

- The  icon indicates additional instructions are available.
- By clicking the icon, you can view instructions for completing the associated field.

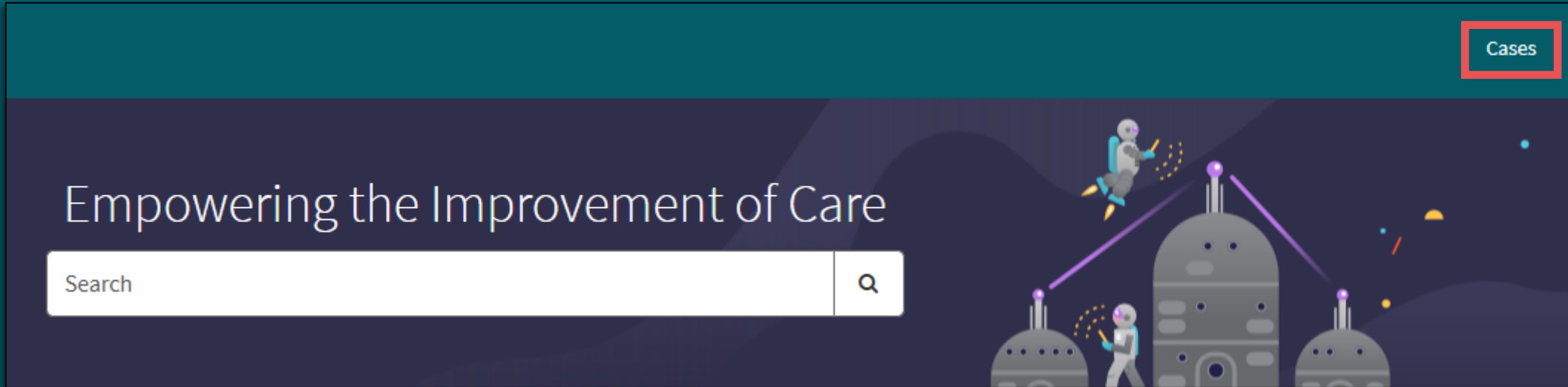
- If needed, you can add attachments at the bottom of the form by clicking the paperclip next to Add Attachments.
- EviCore CRM accepts all file types.



# How to View and Edit a Request



# How to View and Edit a Request



- To view or make edits to your request, navigate to the My Cases button in the upper righthand corner of the page.
- By clicking the My Cases button, you will be directed to a list of cases from which you will choose the request you want to view and/or edit.

# How to View and Edit a Request

My Cases						
<div>Search within My Cases</div>						
<div>Open Closed</div>						
Number ▲	✈ Short description	State	Priority	Created	Updated	
EC01063667	CBU	New	3 - Moderate	09-29-2025 16:22:40	09-29-2025 16:22:41	

- Click on the case number you wish to view or edit.
- You will then be able to choose from two views: Activity and Submitted Details (see following slides).

# How to View and Edit a Request

The screenshot displays the 'Activity' tab of a request management interface. At the top, there are two tabs: 'Activity' (selected) and 'Submitted Details'. Below the tabs is a message input area, highlighted with a red border, containing a text field with the placeholder 'Type your message here...', a 'Post' button, and an attachment icon. Below the input area is a timeline of three activity items, each with a 'WC' icon on the left. The first item is 'Provider Please Send -- Test Test' with a timestamp of '5m ago' and a link to 'Additional comments'. The second item is 'Test - Test' with a timestamp of '5m ago' and a link to 'Work notes'. The third item is 'EC01057998 Created' with a timestamp of '6m ago'.

- The Activity view allows the user to see the requests timeline from creation to its current status.
- You can also send a message to the agent assigned to the case, as well as add attachments from this tab.



# How to View and Edit a Request

Activity	Submitted Details
<b>Reporter Type</b> Referring Provider	
<b>Short Description</b> CBU	
<b>Request Type</b> Provider Information Change (PN)	
<b>Insurance Carrier</b>	
<b>Description of Issue</b> Inaccurate fax number	
<b>Are You Contacting Us On Behalf Of An EviCore Contracted Provider</b> Yes	

- The Submitted Details view provides a description of the request.

# Client & Provider Resources



# Support

## ECRM Support

- Email: [ECRMSupport@EviCore.com](mailto:ECRMSupport@EviCore.com)

## Provider Engagement

- EviCore's Provider Engagement team is available to assist with any questions you might have regarding this new process.
- You can locate the Regional Provider Engagement Manager for your area by following these steps from EviCore.com:

Provider's Hub > Scroll down to Training Resources > EviCore  
Provider Experience Territory List

# Thank You