EviCore
By EVERNORTH

EviCore Communication Relationship Management (ECRM)

Client & Provider FAQ

Beginning in March 2026, clients and providers will be redirected to submit support inquiries via the ClientServices@EviCore.com mailbox. These requests will be initiated through EviCore's new, streamlined portal application, **EviCore CRM**. Please note: your client account support teams remain a point of contact for your continued partnership.

What is EviCore CRM?

EviCore Communication Relationship Management is your one-stop shop to submit requests for inquiries with EviCore's various support teams. This includes teams like client services, provider engagement, and many claims and operations departments.

When will I be required to submit requests via EviCore CRM?

This change will go into effect in March 2026.

When will ClientServices@EviCore.com no longer be available?

In March 2026, if a client or provider sends an email to ClientServices@EviCore.com, an automated response will be sent containing instructions to log into the portal and submit the inquiry in ECRM.

How do I access EviCore CRM?

Once live, users can access ECRM by visiting EviCore.com and following the link labeled **EviCore CRM**. Your client and provider support teams will be conducting training, sharing communications, and supporting your access through this transition.

Are there browser restraints for ECRM?

ECRM offers browser support for Chrome, Firefox, Edge, and Safari.

What types of inquiries will be initiated through EviCore CRM?

ECRM will be replacing any @evicore.com email submission platform you previously utilized.

What can I expect turnaround time to be on my inquiries?

The contractual TAT for the CBU Client Services team will remain the same. This is 3 business days for URGENT requests and 5 business days for STANDARD requests.

How do I mark a ticket as URGENT?

Within ECRM there is a form selection on your submission page with drop down options to select urgency. One of those is marked "Priority 1 – Urgent".

Will EviCore offer additional training regarding EviCore CRM?
Yes. As the go-live date for ECRM nears, you will be invited to attend an ***EviCore CRM Client Training*** session to learn how to navigate the app, as well as other resources available to providers and clients. If you/your team interacts with clientservices@evicore.com Please send an email with the subject line: ECRM Training Request and include attendees needed and your client teams will reach out to schedule.

How will a I submit a request through ECRM?
After November 1, you will first need to create an ECRM account. Once logged in, there will be a form to complete, which will guide you to add the specific information required. Within the portal, you will be able to access inquiry status, any notes from client services, upload additional information requested, and reply to your client services associate.

How will I be notified of an inquiry's status?
Status changes will be sent via email notification to the requestor; you will have the ability to search for your ticket on ECRM to view status and review updates. You can log in to check the status of their inquiry at any time.

What happens if I submit incorrectly on EviCore CRM?
These requests will be redirected to the correct team, as each team has the ability to reassign a ticket if their team receives an inquiry that is better suited or intended for another internal EviCore department.

Will there be a dedicated phone line for ECRM access concerns?
Users can contact EviCore's Web Support team at 800-646-0418 (option 2), as well as via email at Portal.Support@EviCore.com for assistance.