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 **Providers' Hub**.

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Creating an ECRM Account

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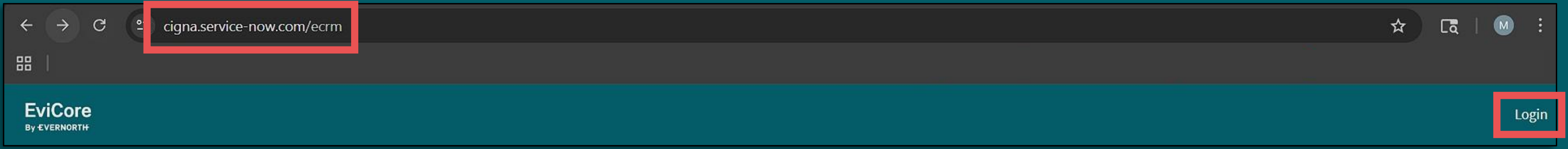
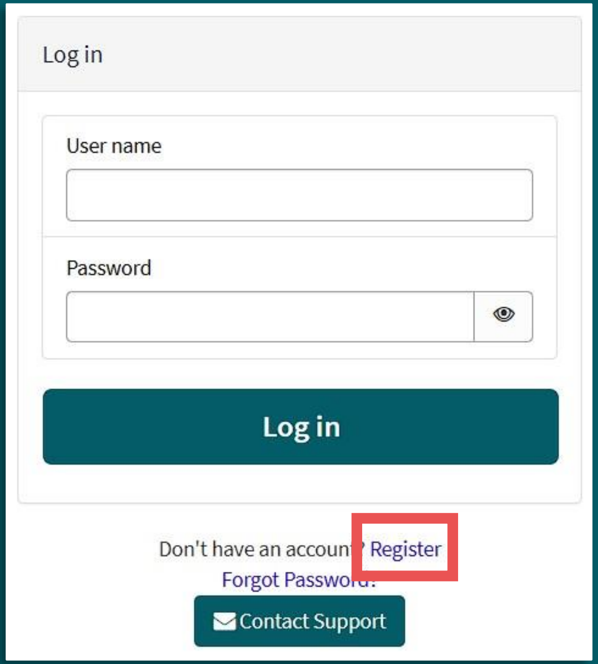
Creating an ECRM Account

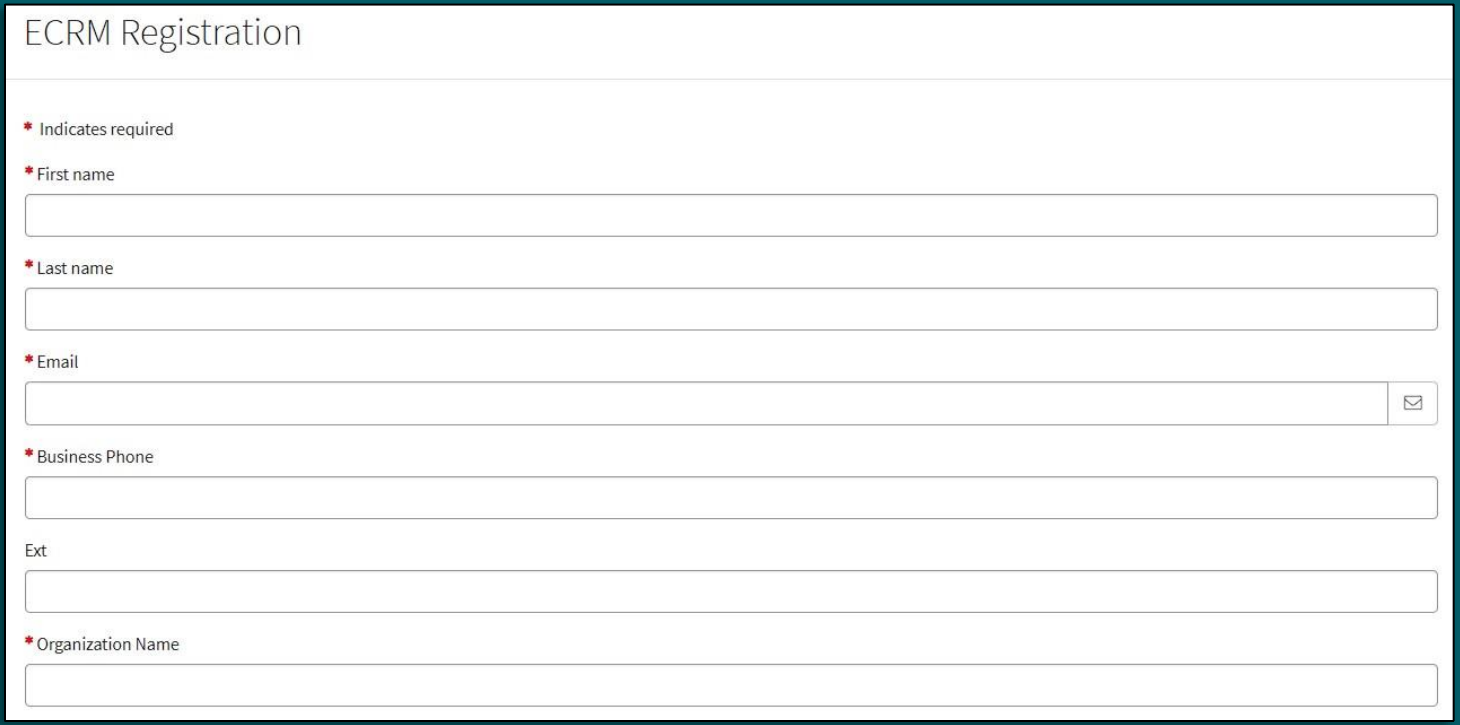
- To create your ECRM account, visit https://cigna.service-now.com/ecrm



- Register by clicking the Login 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.



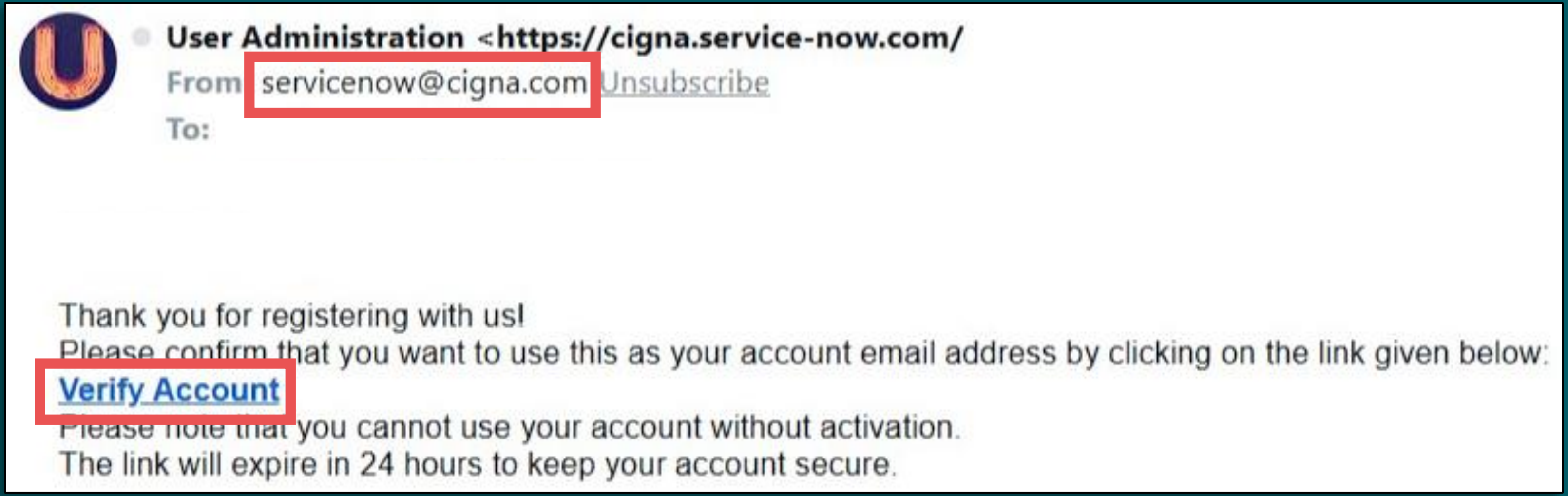
Creating an ECRM Account



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

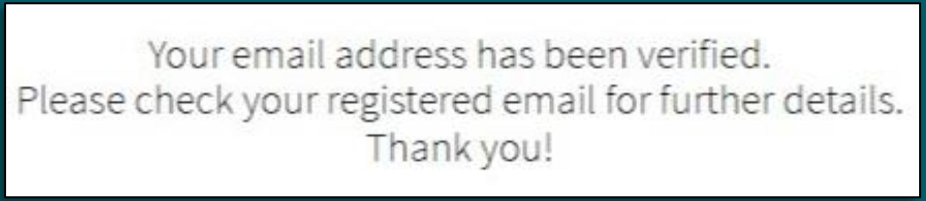
Creating an ECRM Account | Account Verification

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


User Administration <https://cigna.service-now.com/
From: servicenow@cigna.com Unsubscribe
To:

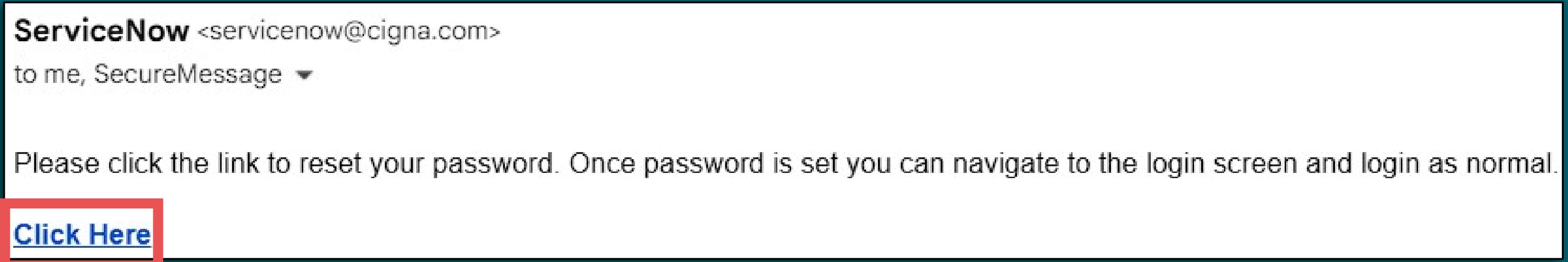
Thank you for registering with us!
Please confirm that you want to use this as your account email address by clicking on the link given below:
Verify Account
Please note that you cannot use your account without activation.
The link will expire in 24 hours to keep your account secure.

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

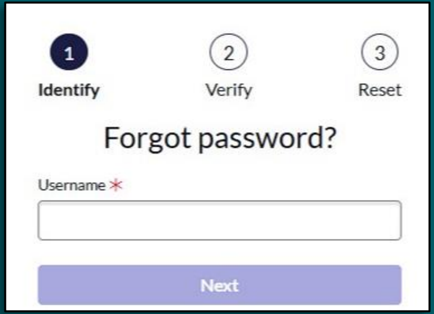

Your email address has been verified.
Please check your registered email for further details.
Thank you!

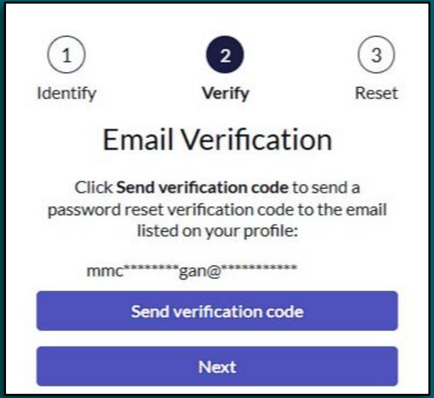
Creating an ECRM Account | Password Creation

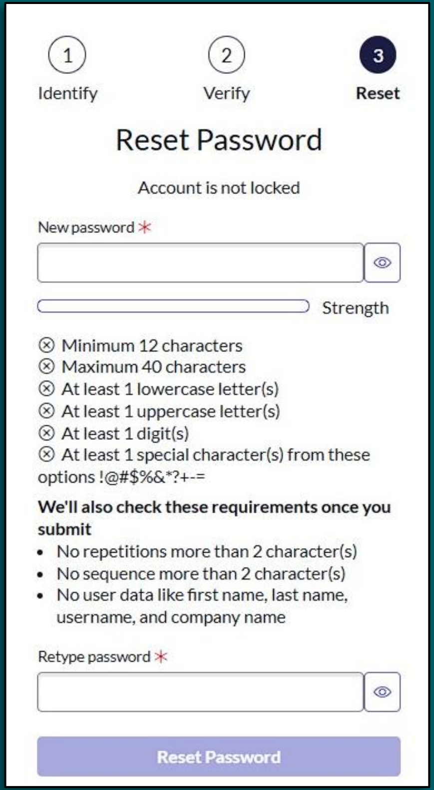
- You will then receive an email requesting you reset your password.



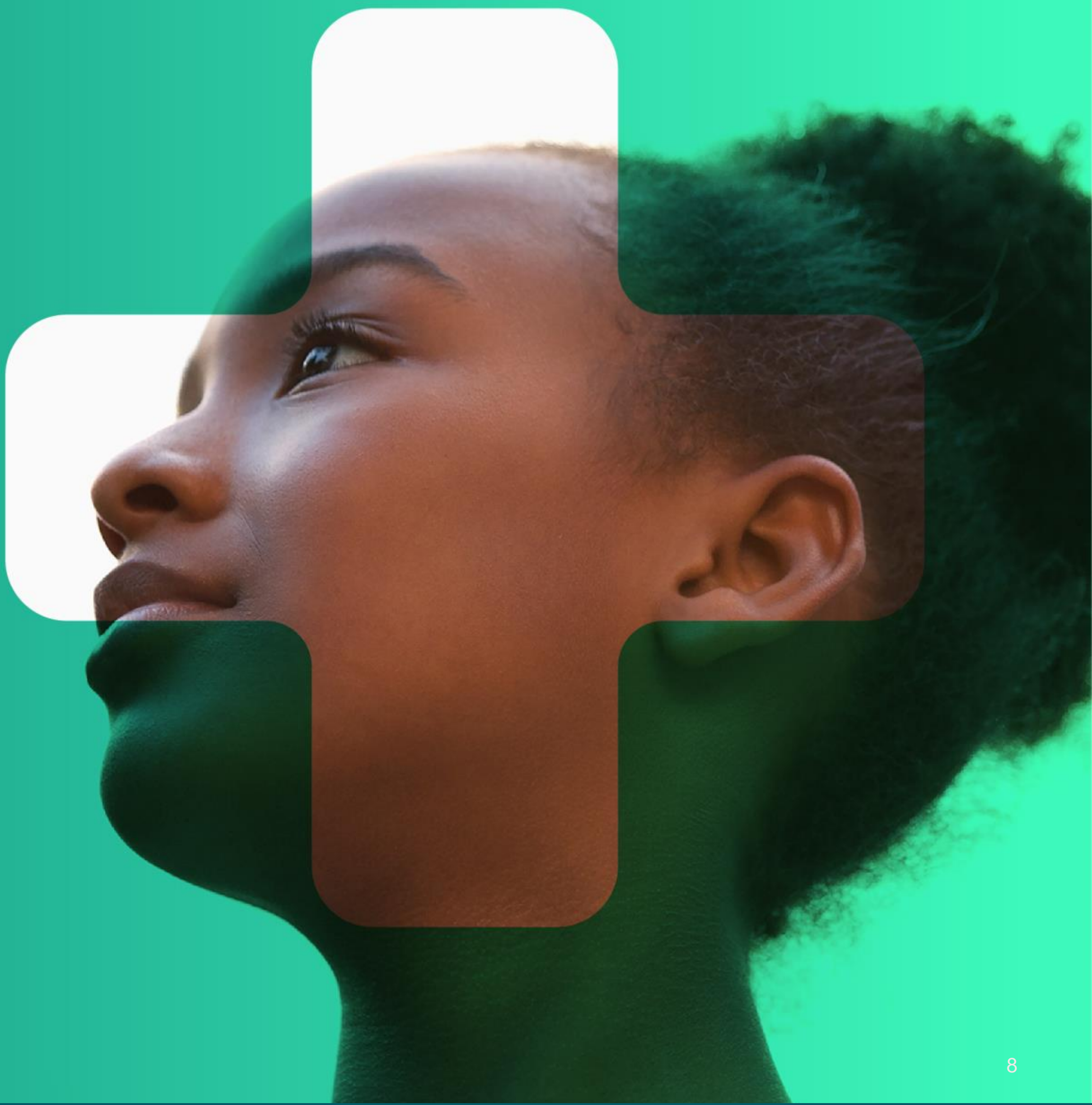
- After clicking the link received by email, you will be redirected to the ECRM site.
- Enter your username. You will be prompted to have a verification code sent to the email address associated with your account.
- Once the verification code is entered, you will be prompted to create a new password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







Creating an ECRM Request



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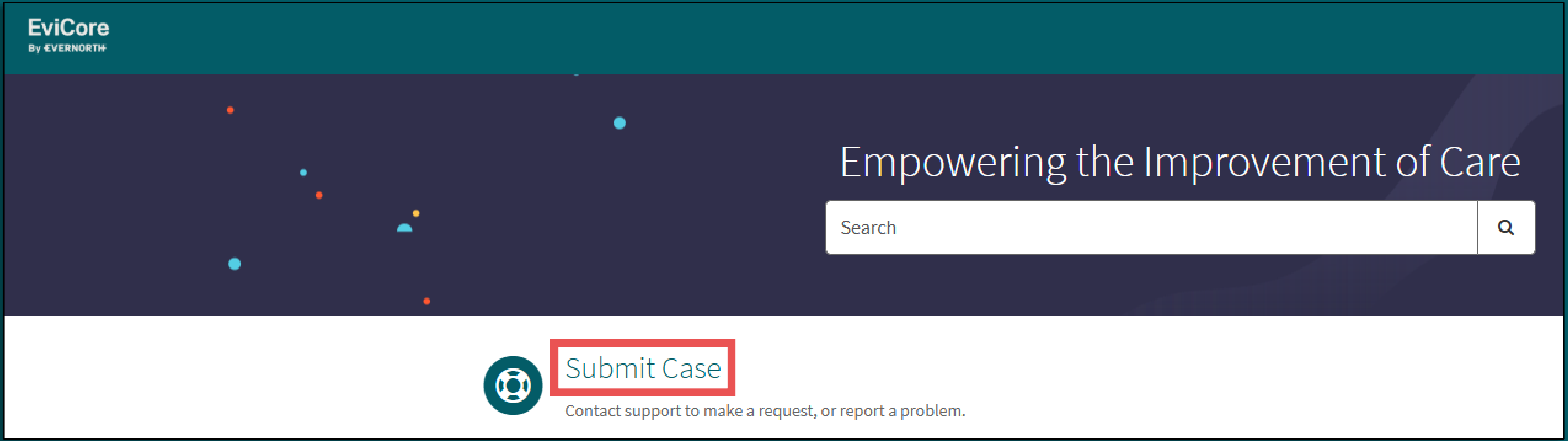
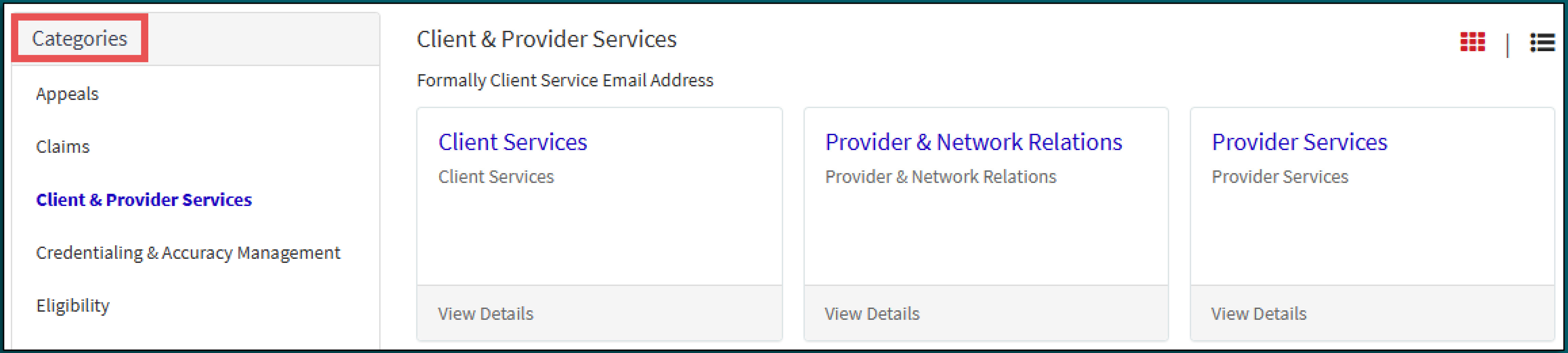
Creating an ECRM Request

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

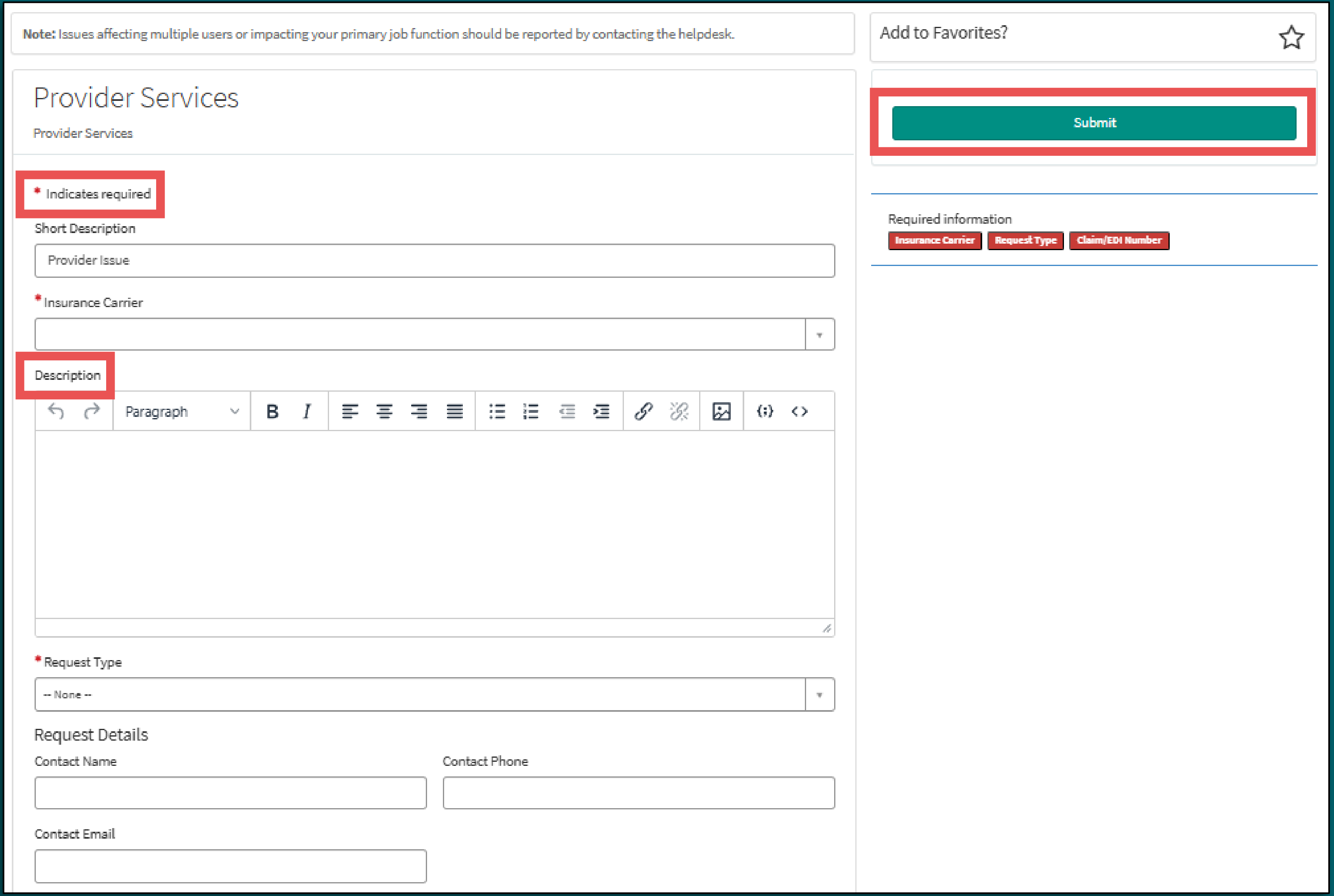


Creating an ECRM Request



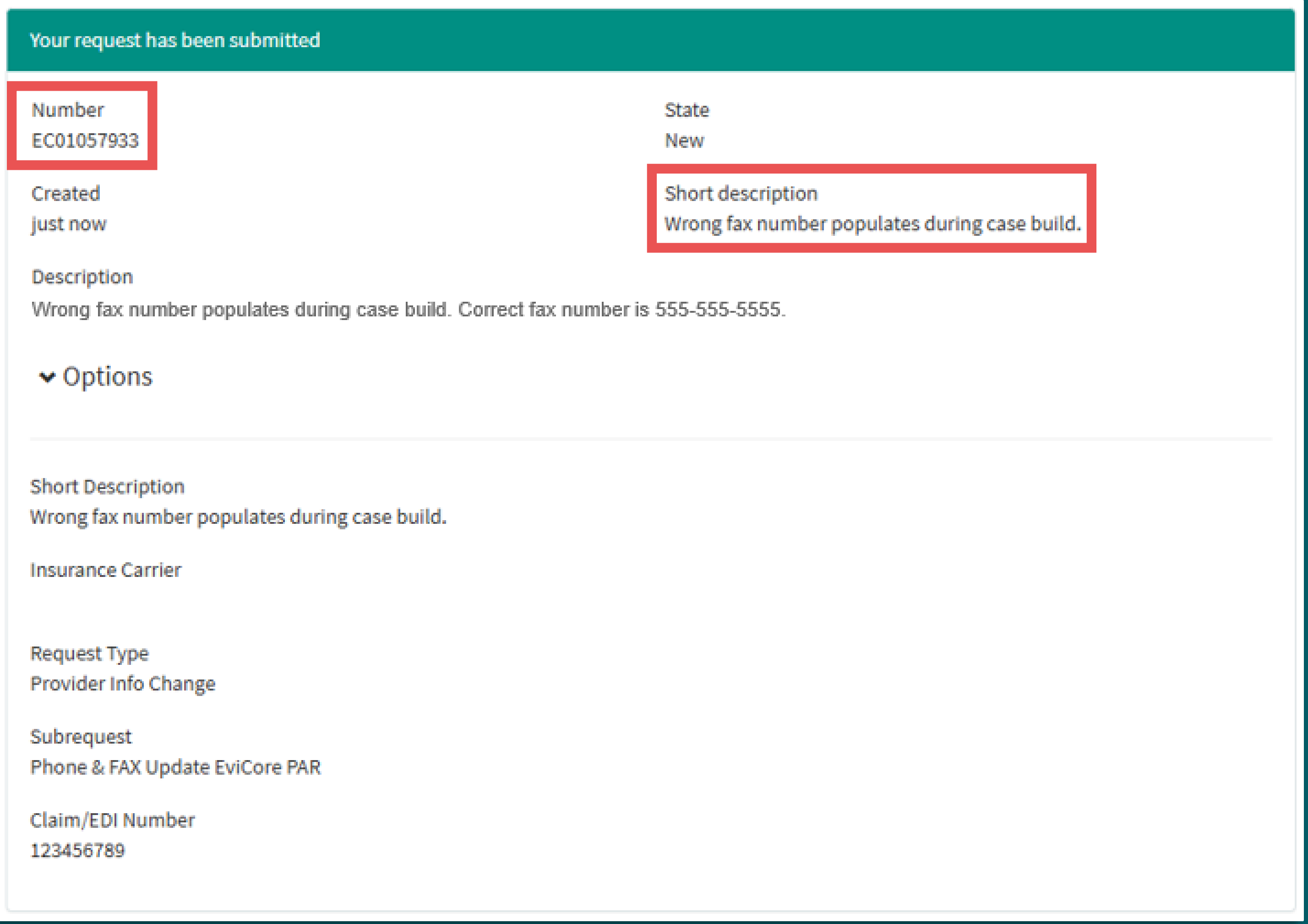
- Once you have selected a category, various request forms will populate for you to choose.
- Select the appropriate form for your request.

Creating an ECRM Request



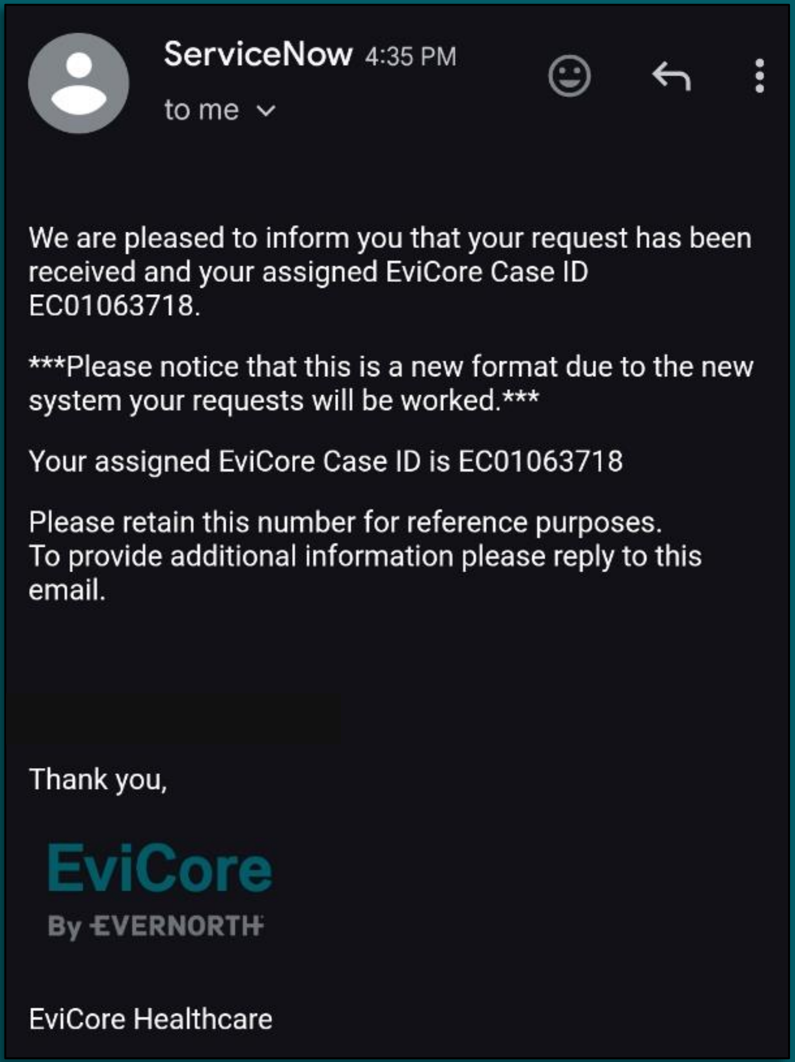
- A red asterisk (*) indicates required fields.
- Use the Description field to free-text any specifics related to the request.
- After making the selection(s) for your request, click the Submit button.

Creating an ECRM Request



- 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



ServiceNow 4:35 PM

to me

We are pleased to inform you that your request has been received and your assigned EviCore Case ID EC01063718.

Please notice that this is a new format due to the new system your requests will be worked.

Your assigned EviCore Case ID is EC01063718

Please retain this number for reference purposes.
To provide additional information please reply to this email.

Thank you,

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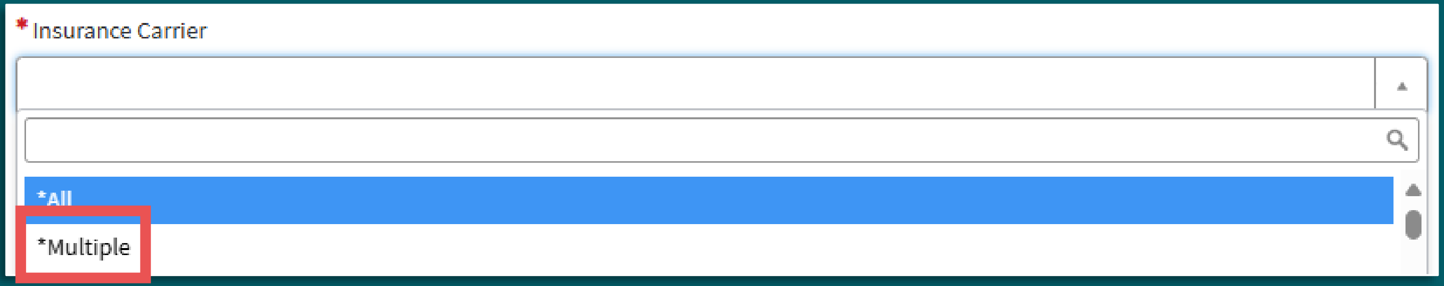
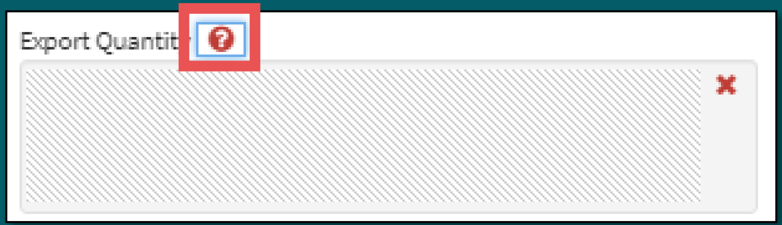
EviCore Healthcare

- 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.
  - Update any rules or filters that currently reference [email]@EviCore.Evernorth.com.

Creating an ECRM Request | Additional Features

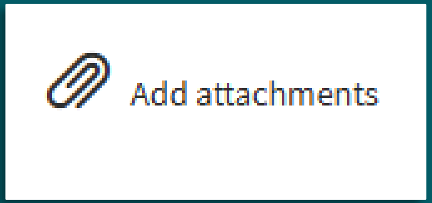


- If you chose *Multiple for the Insurance Carrier field, then you can select multiple health plans.
- This option is not available for all requests.



- 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

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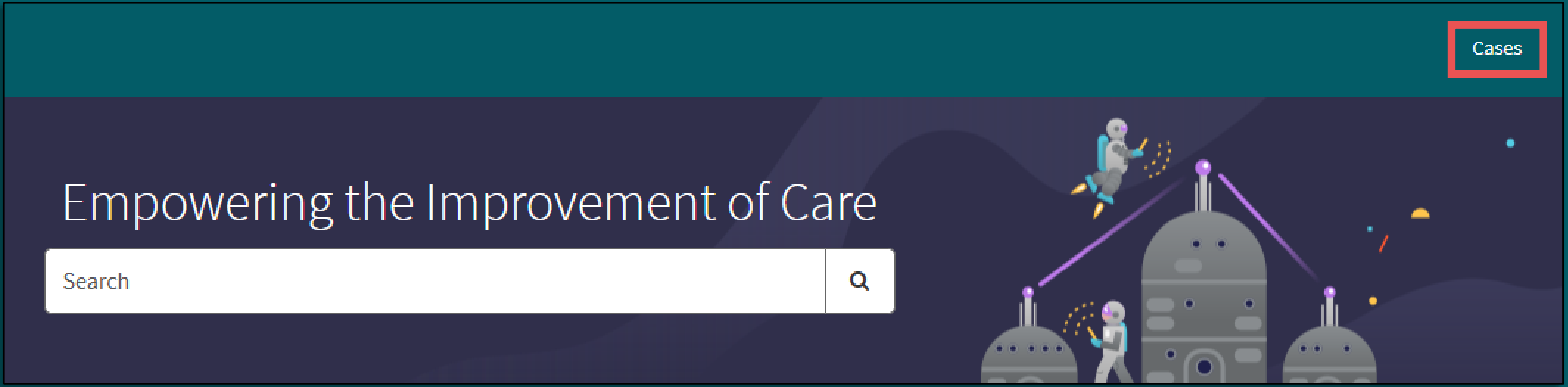
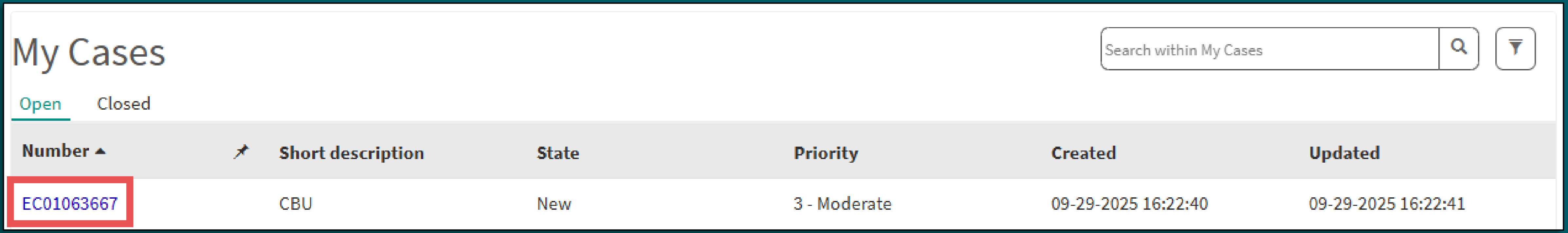
How to View and Edit a Request



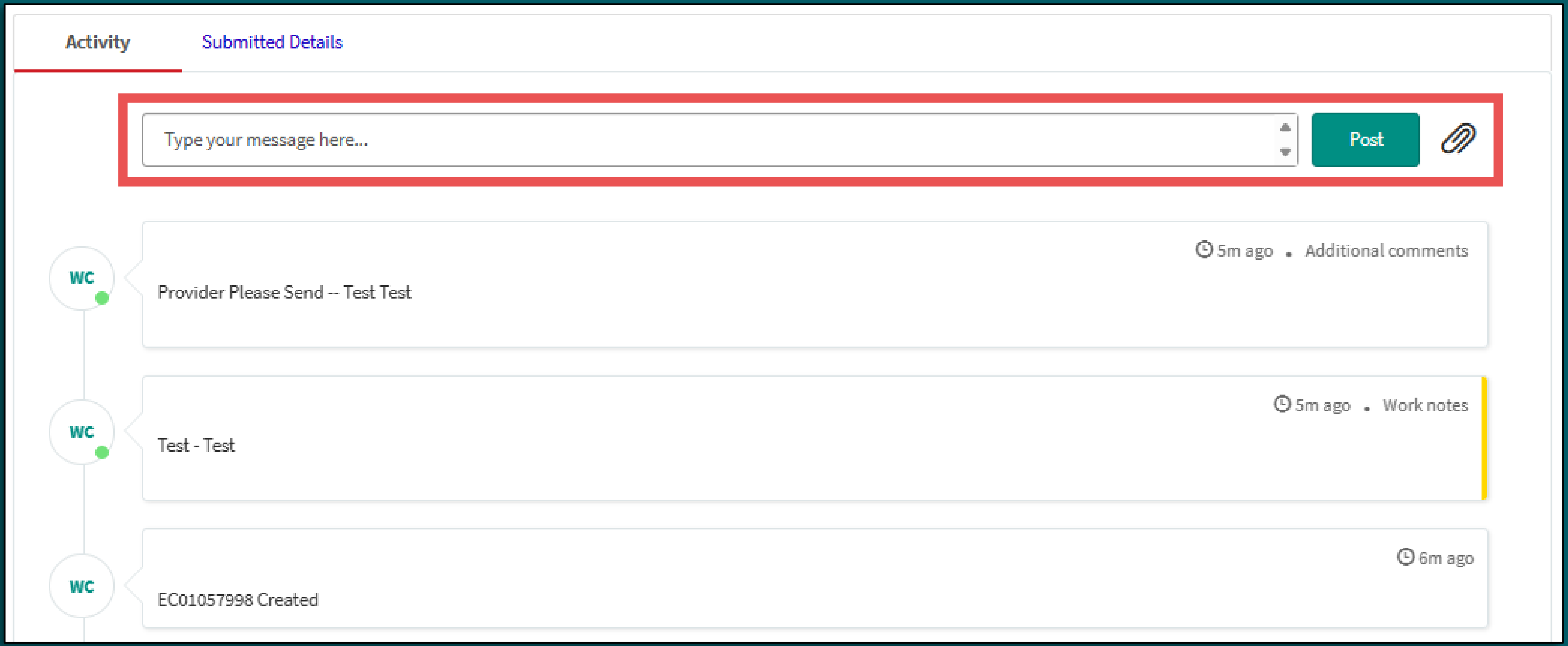
- To view or make edits to your request, navigate to the My Cases button in the upper right corner of the page.
- By clicking the My Cases button, you will be directed to a list of cases from which you will choose the request you want to view and/or edit.

How to View and Edit a Request



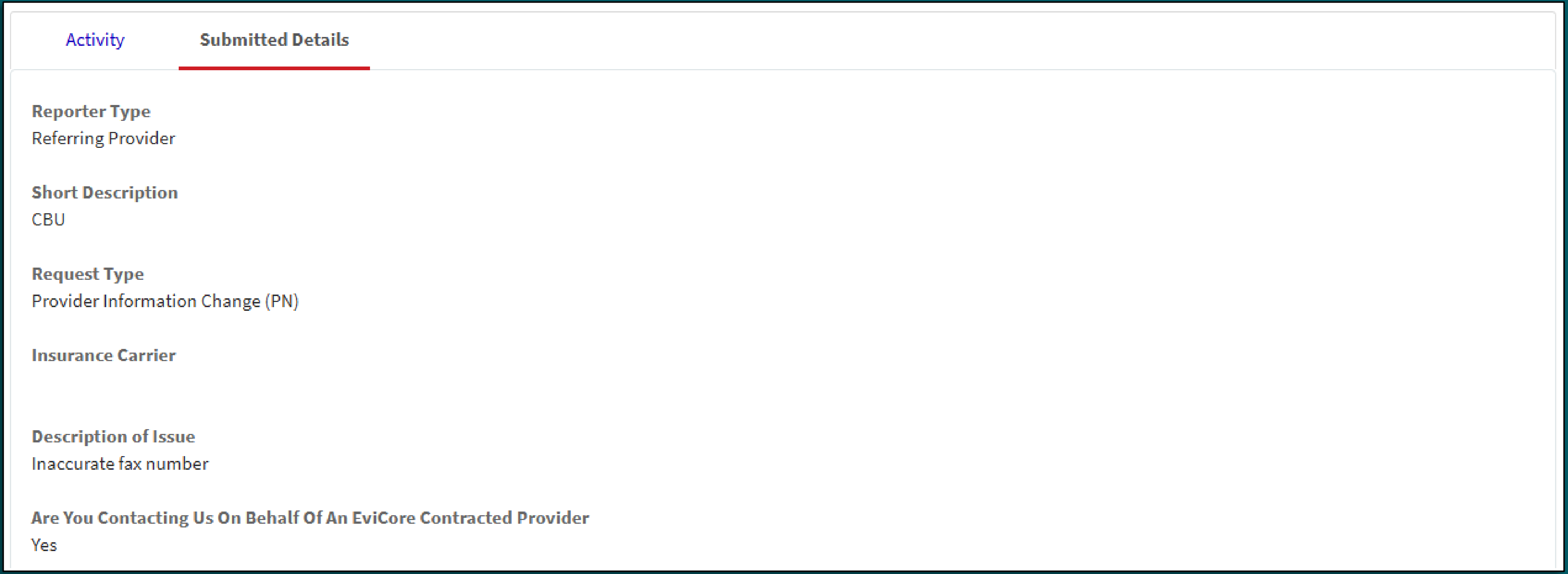
- Click on the case number you wish to view or edit.
- You will then be able to choose from two views: Activity and Submitted Details (see following slides).

How to View and Edit a Request



- The Activity view allows the user to see the request's 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**

Reporter Type
Referring Provider

Short Description
CBU

Request Type
Provider Information Change (PN)

Insurance Carrier

Description of Issue
Inaccurate fax number

Are You Contacting Us On Behalf Of An EviCore Contracted Provider
Yes

- The <u>Submitted Details</u> view provides a description of the request.

Provider Resources

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Provider Support

ECRM Support

- Email: 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

Provider Support

The EviCore website contains multiple tools and resources to assist providers and their staff.

We invite you to attend an **Intro to** EviCore Online Resources session to learn how to navigate EviCore.com and understand all the resources available on the Provider's Hub.

Learn how to access:

- EviCore's evidence-based clinical guidelines
- Clinical worksheets
- Existing prior authorization request status information
- Search for contact information
- Podcasts & insights
- Training resources

To register, go to EviCore.com, then:

Provider's Hub > Scroll to EviCore Provider Trainings > Register Now > Upcoming

Thank You

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