EviCore
By EVERNORTH

EviCore Communication Relationship Management (ECRM)

Provider FAQ

Beginning in spring 2026, providers will no longer be able to submit support inquiries via the ClientServices@EviCore.com mailbox. These requests will be initiated through EviCore's new streamlined self-service application, **ECRM**.

What is EviCore CRM?

EviCore Communication Relationship Management is your one-stop shop to submit requests for inquiries with EviCore's various support teams.

When will I be required to submit requests via ECRM?

The go-live date for ECRM is February 2, 2026. Though submission via the ClientServices@EviCore.com mailbox will be available until spring 2026, providers should familiarize themselves with the ECRM process as soon as it is available.

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

In spring 2026, if a 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. By that time, emails sent to ClientServices@EviCore.com will not generate tickets for Cherwell.

How do I access ECRM?

To register or log in to your ECRM account, visit https://ecrm.evernorth.com/ecrm

Are there browser restraints for ECRM?

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

What types of inquiries will be initiated through ECRM?

CRM will be used to create inquiries regarding, but not limited to, the following:

- Appeal updates
- Claims
- Contracting
- Credentialing
- Eligibility
- Provider education and training

Do I need an EviCore Portal account to use ECRM?

No. ECRM operates independently of EviCore's Provider Portal.

When it comes to prior authorization requests, will ECRM replace the provider portal?

No. ECRM will not replace EviCore's provider portal for initiating, updating or managing prior authorization requests.

Will EviCore offer additional training regarding ECRM?
Yes. As the go-live date for ECRM nears, you will be invited to attend a ***Provider Orientation for EviCore CRM*** session to learn how to navigate the app, as well as other resources available to providers. To register for one of these sessions, follow these steps:

Providers' Hub > Scroll down to EviCore Provider Trainings > Upcoming

You can also visit the ECRM resource site for additional support material.

How will a provider submit a request through ECRM?
The provider will first need to create an ECRM account. Once logged in, there will be a form to complete, which will guide the user to add the specific information required.

How will a provider be notified of an inquiry's status?
Status changes will be sent via email notification to the requesting party, who will have the ability to search for their ticket on ECRM to view status and review updates. Providers can log in to check the status of their inquiry at any time.

What happens if a provider submits incorrectly on ECRM?
These requests will be redirected to the correct team, as each team has the ability to reassign a ticket if they receive an inquiry that is better suited or intended for another group.

What steps should I take to ensure I'm kept up to date with communications related to ECRM?
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.com
- Update any rules or filters that currently reference [email]@EviCore.Evernorth.com

Will there be a dedicated support mailbox for ECRM concerns?
Users can contact ECRMSupport@EviCore.com for any issues encountered, or contact their Regional Provider Engagement Manager for assistance.