

Provider Engagement



Who We Are & What We Do

The Provider Engagement team—built from multiple areas of expertise within the company—serves as EviCore’s primary voice to the provider community.

Our main responsibility is on-boarding providers during new program implementations. We do this by utilizing a data-driven approach to identify selected providers designated for collaboration, higher levels of provider engagement outreach (which can include in-depth education on program processes and delegated services), and discussion around the clinical rationale for specific solutions. We also create a market readiness strategy for the new program implementation, conduct Webex provider orientation sessions and tailor provider training materials.



Our team consists of:

- + Regional Provider Engagement Managers
- + Provider Engagement Specialists
- + National Provider Advocate
- + Oncology Benefits Manager
- + Radiology Network Senior Advisor



What else does the Provider Engagement team do?

On an ongoing and as- needed basis, we:

- + Conduct provider outreach activities in an effort to improve provider metrics related to denial rates, case initiation methods and reduce case hold times.
- + Create specialized provider training materials.
- + Develop and manage relationships with providers, and monitor/ assess performance metrics.
- + Generate provider profile reports by tax ID number (TIN) or national provider identifier (NPI).
- + Educate the health plan’s provider relations staff and employees.

We also help other EviCore departments address the following:

- + Claim processing inquiries
- + Web- portal navigation or other issues
- + Clinical discussions between ordering providers and EviCore Medical Directors
- + Coordination of EviCore’s meetings with clients to address provider- related concerns and educational opportunities

Who handles provider-related inquiries and how can I submit one?

Our Client and Provider Services team addresses provider- related inquiries.

- + The most common requests include:
- + Transactional authorization- related issues requiring research
- + Eligibility issues (member, rendering facility, and/or ordering physician)
- + Consumer engagement inquiries
- + Questions pertaining to accuracy assessment, accreditation, and/or credentialing
- + Requests to re- send an authorization to the health plan
- + Issues experienced during case creation
- + Reports of system issues



To find the Regional Provider Engagement Manager assigned to your state, visit [EviCore.com](https://www.evicore.com), select “Providers’ Hub” and scroll down to “EviCore Provider Experience Territory List” under the Training Resources section.

We’re here to help

To submit an inquiry, visit [ECRM Resources | EviCore by Evernorth](#)