

EviCore Communication Relationship Management (ECRM)



ECRM

(EviCore Communication Relationship Management)

EviCore has a new way of submitting service requests for providers. These requests are now initiated through EviCore's new and streamlined self-service application, ECRM.

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

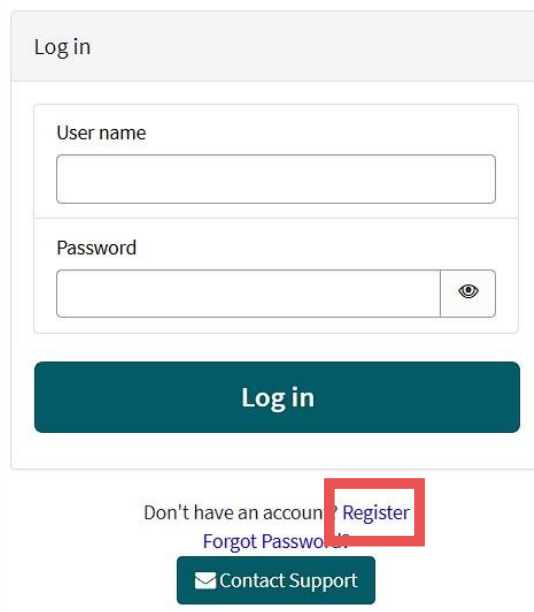


Creating an ECRM Account



Creating an ECRM Account

- To create your account, visit one of the following:
 - <https://ecrm.evernorth.com/ecrm>
 - <https://www.evicore.com/ecrm-resources> (click the “Register or Login” link)
- Once on the ECRM site, you can 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.



The image shows a login form titled "Log in". It contains two input fields: "User name" and "Password". Below the "Password" field is a small eye icon for toggling visibility. A dark blue "Log in" button is positioned below the fields. At the bottom of the form, there is a link "Don't have an account? Register" where the "Register" text is highlighted with a red square. Below this is a "Forgot Password" link and a "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.

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.

Please click the link to reset your password. Once password is set you can navigate to the login screen and login as normal.

[Click Here](#)

- 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.

1 Identify 2 Verify 3 Reset

Forgot password?

Username *

Next

1 Identify 2 Verify 3 Reset

Email Verification

Click **Send verification code** to send a password reset verification code to the email listed on your profile:

mmc*****gan@*****

Send verification code

Next

1 Identify 2 Verify 3 Reset

Reset Password

Account is not locked

New password *

Strength

- ⊗ Minimum 12 characters
- ⊗ Maximum 40 characters
- ⊗ At least 1 lowercase letter(s)
- ⊗ At least 1 uppercase letter(s)
- ⊗ At least 1 digit(s)
- ⊗ At least 1 special character(s) from these options !@#%&*?+ -=

We'll also check these requirements once you submit

- No repetitions more than 2 character(s)
- No sequence more than 2 character(s)
- No user data like first name, last name, username, and company name

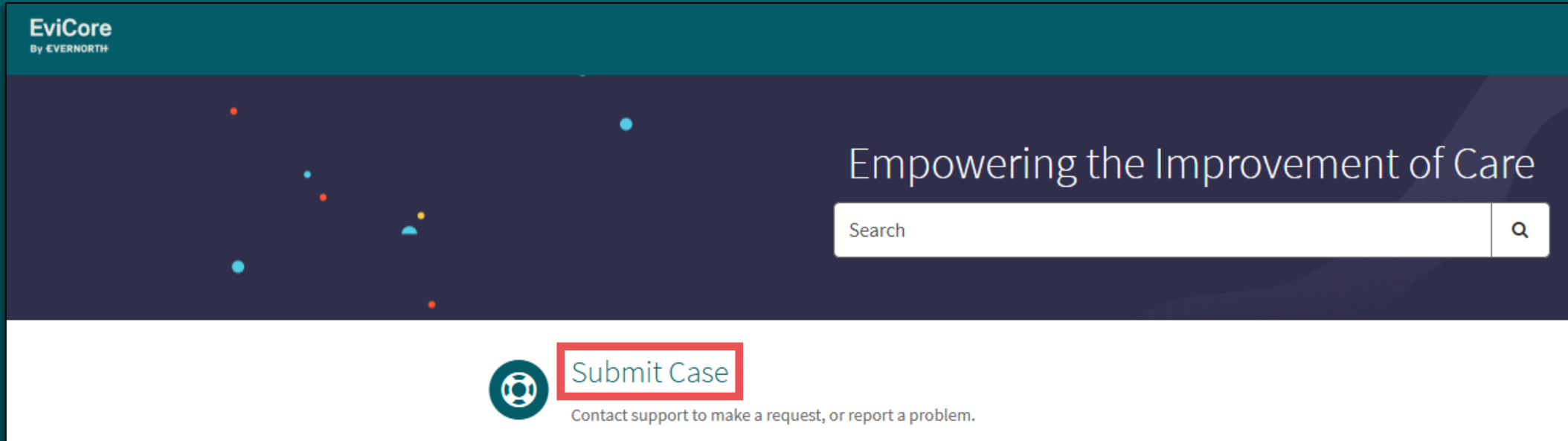
Retype password *

Reset Password

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 shows a web interface for creating an ECRM request. On the left, a 'Categories' menu is highlighted with a red border. The selected category is 'Client & Provider Services', which is also highlighted in blue. Below the menu, there are three request forms displayed in a grid. Each form has a title, a subtitle, and a 'View Details' button at the bottom. The forms are: 'Client Services' (Client Services), 'Provider & Network Relations' (Provider & Network Relations), and 'Provider Services' (Provider Services). The interface also includes a 'Formally Client Service Email Address' label and a grid 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.

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

* Insurance Carrier

Description

Paragraph **B** *I* [List] [Link] [Image] [Code]

* Request Type

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.

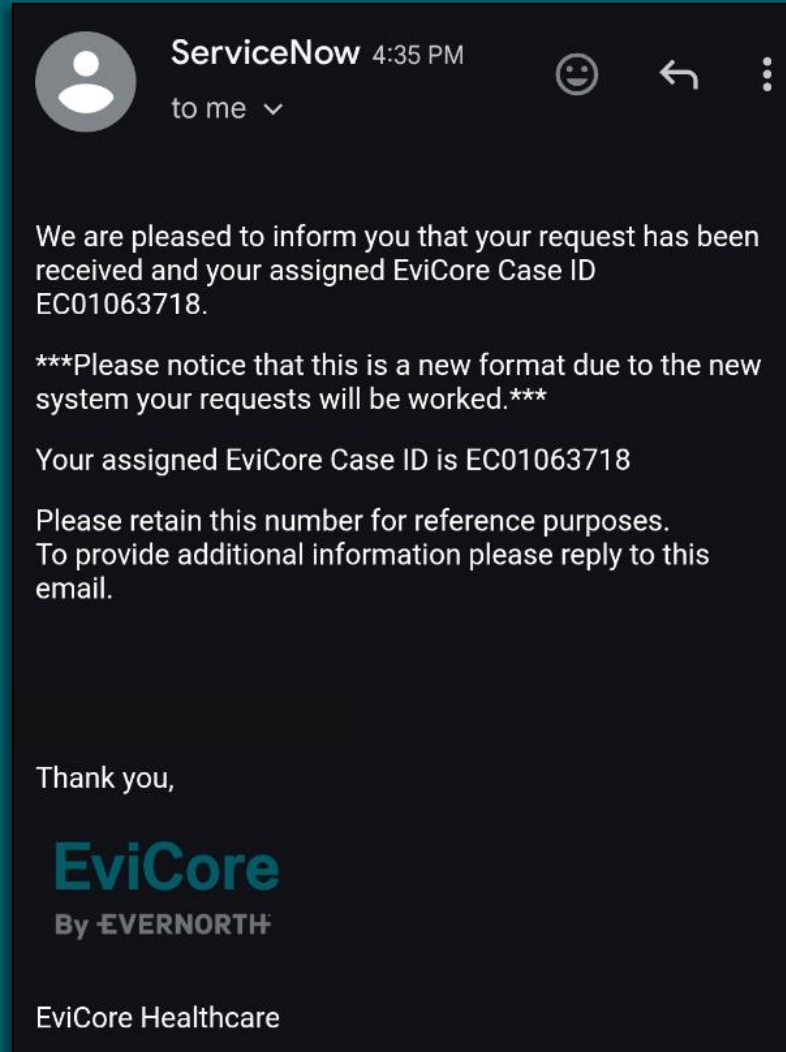
Creating an ECRM Request

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	

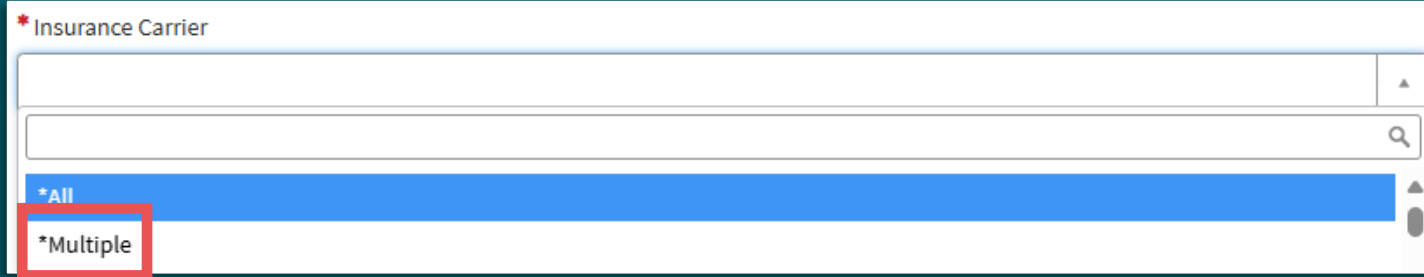
- When you submit your request, you'll be taken to the [Ticket Details](#) page.
- Your summary will include the ticket number (EC#) and a description of your request.

Creating an ECRM Request



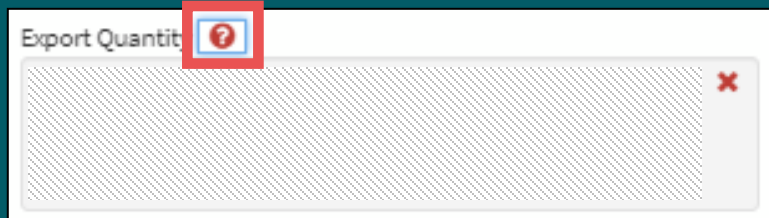
- You will also receive a confirmation email after you have successfully submitted a request.
- To ensure uninterrupted delivery of important messages, we kindly ask that you notify your information technology team and take the necessary steps to:
 - Mark as safe the new email address ECRM@EviCore.Evernorth.com.
 - 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" with a red asterisk indicating it is a required field. 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 in blue and has a red box drawn around it.

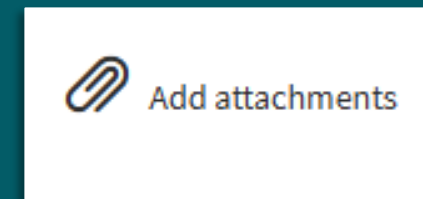
- If you chose ***Multiple** for the Insurance Carrier field, then you can select multiple health plans.
- This option is not available for all requests.



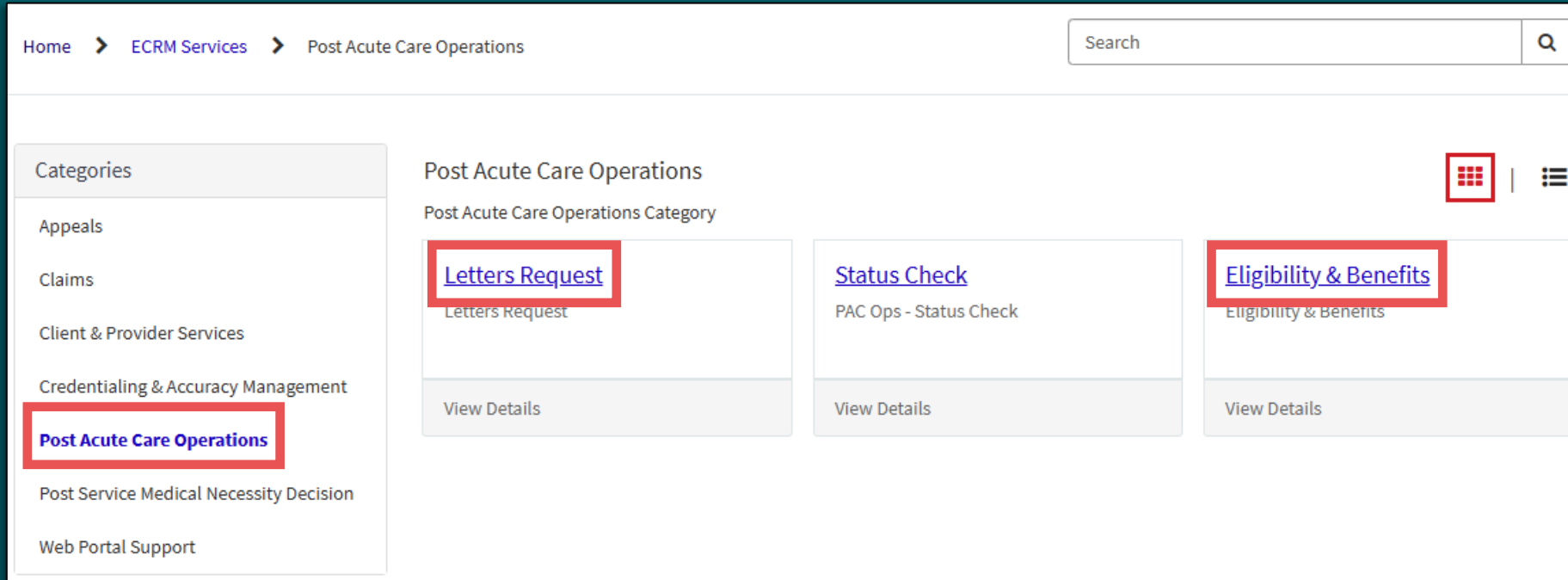
A screenshot of a web form field labeled "Export Quantities" with a red asterisk. To the right of the label is a red question mark icon inside a circle. The field itself is empty and has a red 'x' icon in the top right corner.

- 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.



Creating an ECRM Request | Post-Acute Care (PAC)



Post-Acute Care Operations is the PAC-specific category for support with letters and eligibility/benefits.

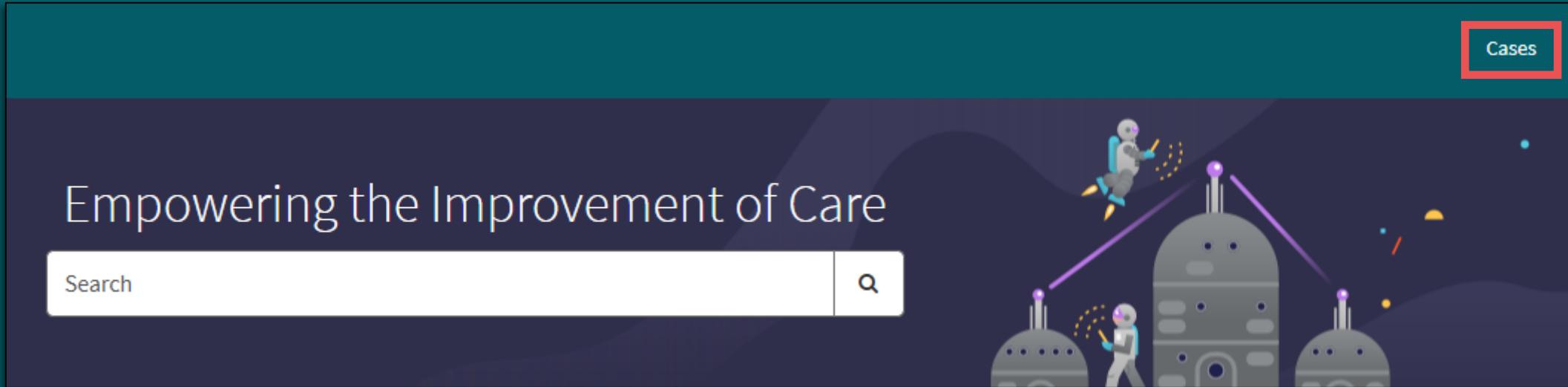
- Letters Request – Request letters to be sent or resent to providers as needed.
- Eligibility & Benefits – Confirm member, site, and physician eligibility, as well as benefit days.

Note: The **Status Check** option is not used for checking the status of a member's authorization request.

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 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

My Cases Search within My Cases

[Open](#) [Closed](#)

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' view of a request. 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. The main content area shows a vertical timeline of activity items, each with a circular icon containing the initials 'WC' and a green dot. The items are: 'Provider Please Send -- Test Test' (5m ago, Additional comments), 'Test - Test' (5m ago, Work notes), and 'EC01057998 Created' (6m ago).

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

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

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:
 1. Click on the Providers' Hub.
 2. Scroll down to Training Resources.
 3. Select EviCore Provider Experience Territory List or EviCore PAC (post-acute care) Provider Experience Territory List.





Thank You