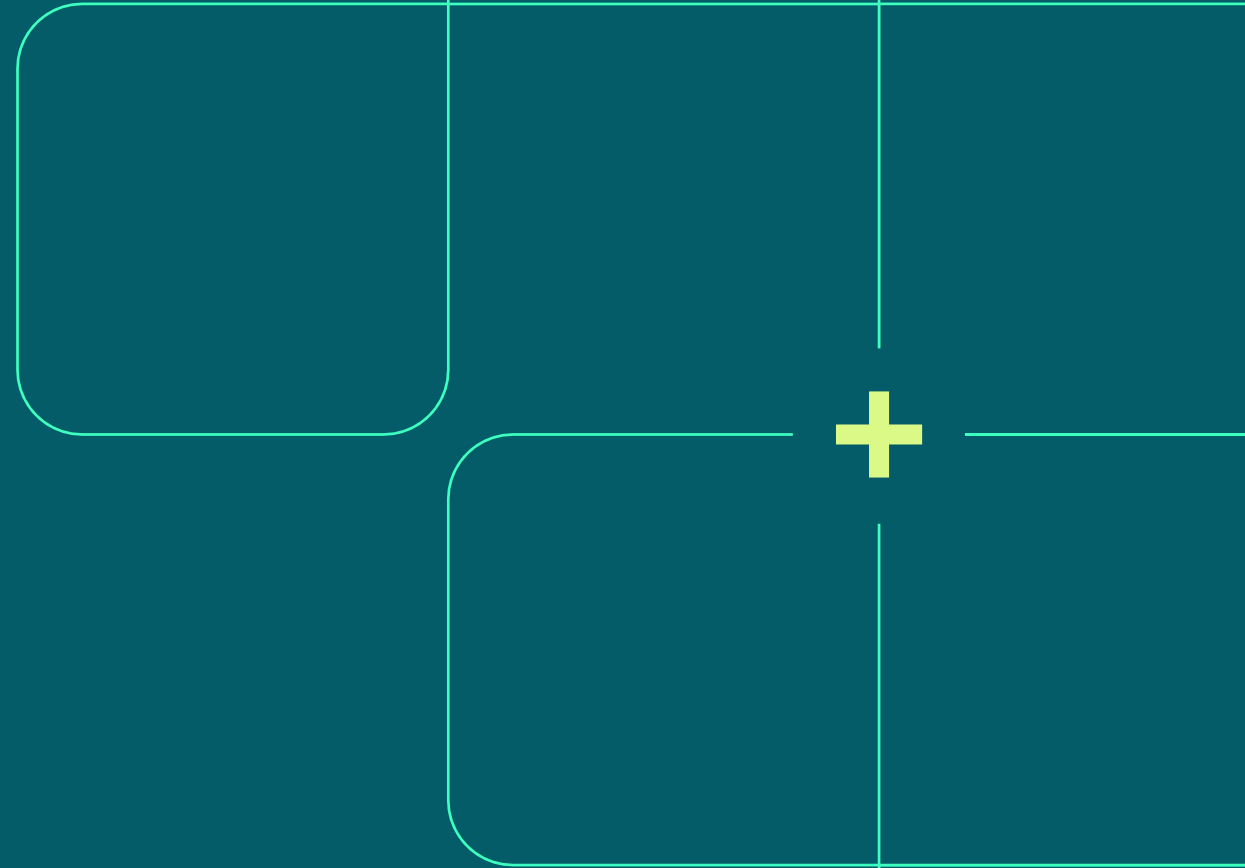


EVICORE BY EVERNORTH

Peer-to-Peer (P2P) Scheduling Tool



Schedule a P2P Request

+ If your case is eligible for a **Peer-to-Peer (P2P) consultation**, a link will display, allowing you to proceed to scheduling without any additional messaging

1. Log-in to your account at EviCore.com
2. Perform **Clinical Review Lookup** to determine the status of your request
3. Click on the **P2P AVAILABILITY** button to determine if your case is eligible for a Peer-to-Peer consultation
4. Note carefully any **messaging** that displays*

Authorization Lookup

Authorization Number:	NA
Case Number:	
Status:	Denied
P2P Status:	

P2P AVAILABILITY

Request Peer to Peer Consultation

Authorization Lookup

Authorization Number:	NA
Case Number:	
Status:	Denied
P2P Eligibility Result:	Post-decision options for this case have been exhausted or are not delegated to eviCore. You may continue to schedule a Peer to Peer discussion for this case but it will be considered consultative only and the original decision cannot be modified.
P2P Status:	

ALL POST DECISION OPTIONS

*In some instances, a Peer-to-Peer consultation is allowed, but the case decision can not be changed. In such cases, you can still request a **Consultative-Only Peer-to-Peer**. You can also click on the **ALL POST-DECISION OPTIONS** button to learn what other action can be taken.

Once the **Request Peer-to-Peer Consultation** link is selected, you will be transferred to our scheduling software via a new browser window.

Schedule a P2P Request

(continued)

1. Upon first login, you will be asked to confirm your default time zone
2. You will be presented with the Case Number and Member Date of Birth
3. Add another case for the same Peer-to-Peer appointment request by selecting **Add Another Case**
4. To proceed, select **Lookup Cases**
5. You will receive a confirmation screen with member and case information, including the Level of Review for the case in question
6. Click **Continue** to proceed

The top screenshot shows the 'New P2P Request' form. The left sidebar has a '+ New P2P Request' button and 'My P2P Requests'. The main content area has a progress bar with 'Case Info', 'Questions', 'Schedule', and 'Confirmation'. The form fields are: Program (dropdown), Health Plan (dropdown), Case Reference Number (text), and Member Date of Birth (text). Below these is a '+ Add Another Case' button with a red arrow pointing to it and a red text label 'Click here to add additional cases'. At the bottom right is a 'Lookup Cases >' button.

The bottom screenshot shows the 'Case P2P Information' screen. The left sidebar is the same. The main content area has a progress bar with 'Case Info', 'Questions', 'Schedule', and 'Confirmation'. The form shows 'Case Ref #' with a blue arrow pointing to a green box containing a warning icon and the text 'Reconsideration allowed through EviCore until 03/11/2026.' To the right of this box is a 'Remove' button and a 'P2P Eligible' status with a green checkmark and a blue arrow pointing to it. Below this is a table with two columns: 'Member Information' and 'Case P2P Information'. The 'Member Information' column has fields for Name, DOB, State, Health Plan, Plan Type, and Member ID. The 'Case P2P Information' column has fields for Episode ID, P2P Valid Until (2026-03-11), Modality, Level of Review (Reconsideration P2P), System Name, CPT Codes (72195), and SSL State. At the bottom right is a 'Continue' button.

Schedule a P2P Request

(continued)

1. You will be prompted to identify your preferred days and times for a Peer-to-Peer consultation (**all opportunities will be automatically presented**)
2. Click on any **green checkmark** to **deselect** that option and then click **Continue**
3. You will be prompted with a list of **appointment** options
4. Select any of the listed appointment times to **continue**

Case Info

1st Case

Case #
Episode ID
Member Name
Member DOB
Member State
Health Plan
Member ID
Case Type MSK Spine Surgery
Level of Review Reconsideration P2P

Questions
Please indicate your availability

Preferred Days

Mon	Tues	Wed	Thurs	Fri
✓	✓	✓	✓	✗

Preferred Times

Morning					Afternoon						
7:00 to 8:00	8:00 to 9:00	9:00 to 10:00	10:00 to 11:00	11:00 to 12:00	12:00 to 1:00	1:00 to 2:00	2:00 to 3:00	3:00 to 4:00	4:00 to 5:00	5:00 to 6:00	6:00 to 7:00
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Time Zone
US/Eastern

Continue

Continue >

The list of physicians returned are all trained and prepared to have a Peer to Peer discussion for this case.

← Prev Week 5/18/2020 - 5/24/2020 (Upcoming week) Next Week →

1st Priority by Skill

Mon 5/18/20	Tue 5/19/20	Wed 5/20/20	Thu 5/21/20	Fri 5/22/20	Sat 5/23/20	Sun 5/24/20
6:15 pm EDT	-	-	-	-	-	-
6:30 pm EDT	-	-	-	-	-	-
6:45 pm EDT	-	-	-	-	-	-

2nd Priority by Skill

Mon 5/18/20	Tue 5/19/20	Wed 5/20/20	Thu 5/21/20	Fri 5/22/20	Sat 5/23/20	Sun 5/24/20
3:30 pm EDT	2:00 pm EDT	4:15 pm EDT	3:15 pm EDT	-	-	-
3:45 pm EDT	2:15 pm EDT	4:30 pm EDT	3:30 pm EDT	-	-	-
4:00 pm EDT	2:30 pm EDT	4:45 pm EDT	3:45 pm EDT	-	-	-
4:15 pm EDT	2:45 pm EDT	5:00 pm EDT	4:00 pm EDT	-	-	-
Show more...	Show more...	Show more...	Show more...	-	-	-

Schedule a P2P Request

(continued)

1. **Confirm** contact details
2. **Update** the following fields to ensure the correct person is contacted for the Peer-to-Peer appointment:
 - + Name of **Provider** Requesting P2P
 - + **Phone** Number for P2P
 - + Contact **Instructions**
3. Click **Submit** to schedule the appointment
4. You will be presented with a summary page containing the details of your **scheduled** appointment

The screenshot displays the EviCore P2P Request Scheduling interface. At the top, a progress bar indicates the current step is 'Schedule'. The form is divided into two main sections: 'P2P Info' and 'P2P Contact Details'.

P2P Info:

- Date: Mon 5/18/20
- Time: 6:30 pm EDT
- Reviewing Provider: [Icon]
- Case Info:

1st Case	
Case #	
Episode ID	
Member Name	
Member DOB	
Member State	
Health Plan	
Member ID	
Case Type	MSK Spine Surgery
Level of Review	Reconsideration P2P

P2P Contact Details:

- Name of Provider Requesting P2P: Dr. Jane Doe
- Contact Person Name: Office Manager John Doe
- Contact Person Location: Provider Office
- Phone Number for P2P: (555) 555-5555
- Phone Ext.: 12345
- Alternate Phone: (xxx) xxx-xxxx
- Phone Ext.: Phone Ext.
- Requesting Provider Email: droffice@internet.com
- Contact Instructions: Select option 4, ask for Dr. Doe

A 'Submit' button is located at the bottom right of the form. Below the form, a 'Scheduling' section shows the appointment is 'Scheduled' for Mon 5/18/20 - 6:30 pm EDT, with a red circle around the word 'SCHEDULED'.

P2P Contact Details

1. Use the radial button option to **select** who will **perform** the P2P with the EviCore Medical Director
2. Open fields will manually open to input the **provider's** First, Last **Name** and their credential


P2P Contact Details

Appointment Details

 Fri 5/24/2024

 7:00 am PDT



Who will be performing the P2P consultation? *Required*

☐ Requesting Provider

☐ Contact Person

☐ Someone else

 PROVIDER

Name of Referring Physician on Case *Required*

Credential *Required*

 CONTACT PERSON

Contact First Name *Required*

Contact Last Name *Required*

Contact Person Location *Required*

Call Notes

- 1. Use the radial button to select options if applicable
- 2. If 'Procedure was performed on' is selected, the date is required



Contact Instructions

Contact Instructions

Call Notes

☐ ALT REC declined

☐ Procedure was performed on:

☐ Caller requested MD Specialty match

☐ Appeal LOR attestation requirement

☐ OH State Regulation: Member Consent obtained

☐ TX licensed physician - Caller is aware P2P does not meet SSL match and wants to proceed with P2P per same-specialty match requirement.

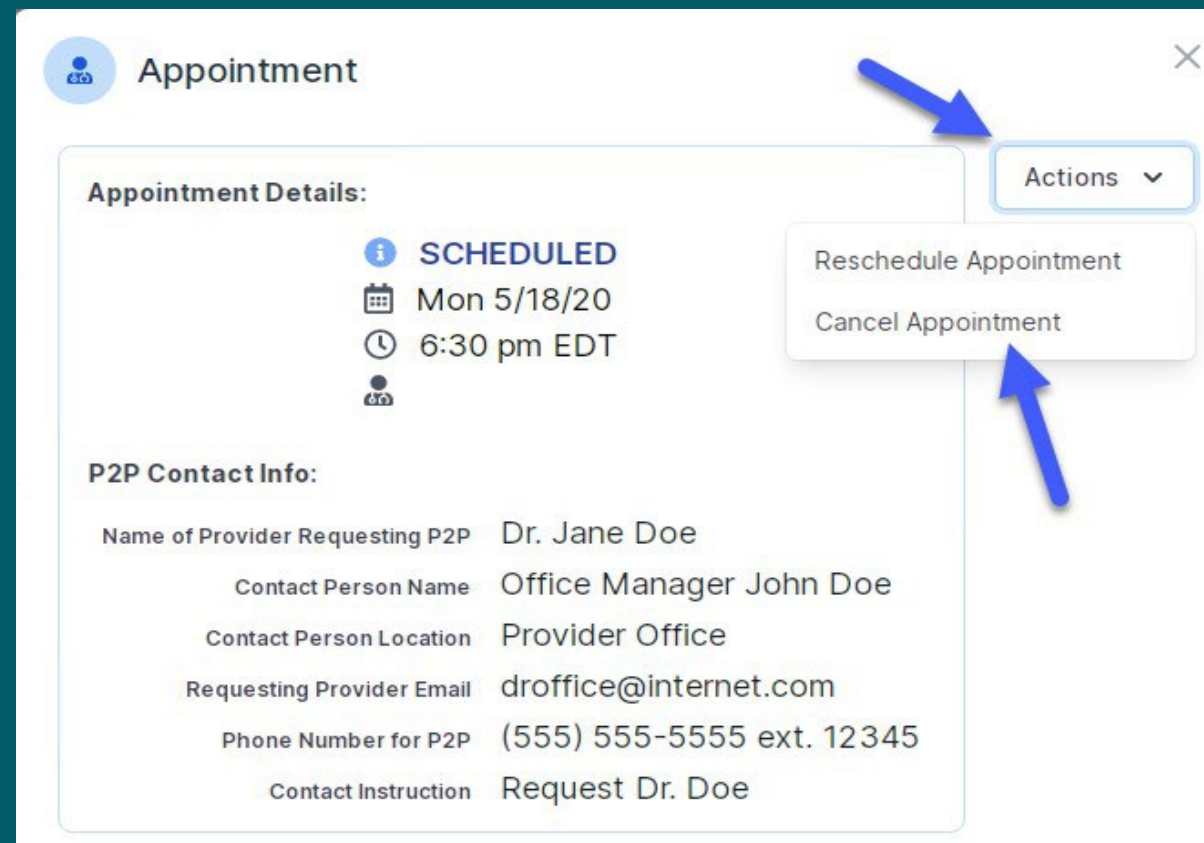
☐ TX licensed same specialty - Caller is aware P2P does not meet TX SSL/specialty match and wants to proceed with P2P

Schedule Appointment

Cancel or Reschedule a P2P Appointment

To **cancel** or **reschedule** an appointment:

1. Access the scheduling software and select **My P2P Requests** on the left-pane navigation
2. Select the request you would like to **modify** from the list of available **appointments**
3. When the request appears, click on the schedule link. An appointment window will open
4. Click on the **Actions** drop-down and choose the appropriate action
 - + If choosing to **reschedule**, select a new date or time as you did initially
 - + If choosing to **cancel**, input a cancellation reason
5. **Close** the browser once finished




Appointment

Appointment Details:


SCHEDULED


Mon 5/18/20


6:30 pm EDT



P2P Contact Info:

Name of Provider Requesting P2P	Dr. Jane Doe
Contact Person Name	Office Manager John Doe
Contact Person Location	Provider Office
Requesting Provider Email	droffice@internet.com
Phone Number for P2P	(555) 555-5555 ext. 12345
Contact Instruction	Request Dr. Doe

Actions ▾

Reschedule Appointment
Cancel Appointment

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EviCore Communication Relationship Management (ECRM)

For program-related questions or concerns, please submit inquiries via the **EviCore Communication Relationship Management (ECRM)** application. Common issues addressed through ECRM include:

- Questions regarding accreditation and/or credentialing
- Requests for an authorization to be sent to the health plan
- Complaints and grievances
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues
- Issues with EviCore provider portal

ECRM is available **24/7**. Users can login or register [HERE](#).

Additional Information about ECRM can be found on [ECRM Resources](#)

