



AllWays Health Partners Phone Prompts for Case Initiation

eviCore healthcare provides review for a number of AllWays Health Partners programs. It is important that pre-certification requests are directed to the appropriate area. Please review the following information in order to ensure timely and accurate evaluation of pre-certification requests.

All requests can be initiated via the 24/7 self-service web portal at www.evicore.com. Utilizing the portal is the quickest, most efficient way to initiate case requests and check the status on an existing case.

If you are initiating a pre-certification request via phone, call **888-693-3211**. Select **Prompt 4** for Pre-Authorizations. State "AllWays Health Partners" when prompted to provide the health plan. Remain on the line, and select the appropriate prompt based on the options below:

- **Radiology and Ultrasound** - Prompt 1
- **Cardiology** - Prompt 2
- **Molecular Genomic Testing** - Prompt 3

To schedule a Peer-to-Peer consultation, call **888-693-3211**, and select **Prompt 4** to speak with a Medical Director.

If you have any questions, please contact the Client Provider Operations department at ClientServices@evicore.com.