

eviCore healthcare Prior Authorization for Highmark

eviCore Provider Resources:

<https://www.evicore.com/implementation/healthplan/highmark>

Highmark Provider Resource Center:

<https://hbcbs.highmarkprc.com/> (go to Care Management Programs)

Resource	Location
Case Initiation	<ol style="list-style-type: none">1. Portal: https://navinet.navimedix.com2. Phone: (888)564-5492 - eviCore3. Fax: (800)540-2406 - eviCore
Guidelines	https://www.evicore.com/provider/clinical-guidelines
Clinical Worksheets	https://www.evicore.com/provider/online-forms
Client & Provider Services Team	clientservices@evicore.com
Clinical Consultations	<ol style="list-style-type: none">1. (888)564-5492 – Clinical Consultants must be scheduled in advance2. https://www.evicore.com/provider/request-a-clinical-consultation
Web Support	<ol style="list-style-type: none">1. NaviNet: Technical Issues: (888)482-8057 or click on the Contact Support Link in NaviNet2. eviCore Web Support: portal.support@evicore.com, (800)646-0418 option 2
Check Case Status	<ol style="list-style-type: none">1. NaviNet: https://navinet.navimedix.com2. eviCore Portal for case status & uploading additional clinical information electronically: https://carriers.carecorenational.com/PreAuthorization/screens/AuthorizationLookup.aspx3. (888)564-5492

clientservices@evicore.com

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