

Authorization Required

All out-patient, non-emergent services including:

- Primary Injectable Chemotherapy
- Supportive drugs given with Chemotherapy

Authorization Not Required

- Inpatient stay
- 23 hour observation
- ER visit

 **Urgent Requests**

When service is required due to a medically urgent condition, the referring physician's office must **call eviCore healthcare at 888-444-6178** for authorization. eviCore will make a good faith effort to render a decision within **24 hours of receipt** of all necessary information. In most cases where requisite information is provided in the initial call, a decision is rendered and communicated within 1 business day. Please indicate that the notification is for **medically urgent care**.

Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, we highly recommend that the physician's office submitting the request have:

- Member's plan name
- Member's name, date of birth and ID number
- Physician's name, NPI, address, telephone and fax numbers
- Facility / physician name and address
- Patient's clinical presentation
- Diagnosis codes
- Disease specific clinical information
- Patient's intended treatment plan

We offer convenient methods to request authorizations:

 **Web Portal**

The eviCore healthcare Web Portal is available 24/7

at www.evicore.com.

After a one-time registration, you are able to initiate a case, check status, review guidelines, view authorizations/eligibility, and more. The Web Portal remains the quickest, most efficient way to obtain information.

If you have questions or need assistance, please contact the Web Portal team via email at portal.support@evicore.com or via phone at **800-646-0418 (Option 2)**.

 **Phone**

Contact us toll-free at **888-444-6178** from **7AM to 7PM EST**. For faster service, you'll need all pertinent clinical information before you call. Outside of normal business hours, you may call eviCore healthcare and leave a message for a return call the next business day.

eviCore healthcare's call center will be closed in observance of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day. **The web is available 24/7, 365 days a year.**

Need Clinical Support?

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians. One of eviCore healthcare's physicians can assist in a consideration of medical oncology treatment options. To request a clinical discussion, call eviCore healthcare at **888-444-6178** and request a peer to peer consultation.

Implementation Site

The eviCore Health Partners Plans implementation website contains web registration and submission information, comprehensive HCPC code list, FAQ documents, and other important resources that are kept up-to-date for your convenience:

<https://www.evicore.com/healthplan/healthpartnersplans>.