



## About eviCore's Client and Provider Representative Team

### Client and Provider Services:

- Serves as a dedicated entry point for clients and providers for routine service issues
- Collaborates with matrix partners to ensure issues are resolved in a timely manner

### Common Items to Send to Client and Provider Services:

- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system or file issues
- Inquiries regarding standard processes and procedures
- Questions regarding Accuracy Assessment, Accreditation, and/or Credentialing
- Request for an authorization be resent to the health plan

### How to Contact Client Services:

Email: [clientservices@eviCore.com](mailto:clientservices@eviCore.com) (preferred)

Phone: 800/646-0418 option 4

Please include a description of the issue with member/provider/case details when applicable. Outside of normal business hours, please email your inquiry to Client Services.

### Hours of Operation

Monday – Friday: 7 AM – 7 PM CST

Saturday & Sunday: Closed

### eviCore healthcare Intake department can be reached at 844/303-8456

#### Please contact Intake for the Following items:

- To change a facility on a case
- To update a CPT code on an existing case
- To request a Clinical Consultation (Peer to Peer) discussion.
- Status checks

Our Intake department is only available via phone, so please call in all requests.

Please see the below list for contact information.

Resource	Contact
CPT code list, ORG's, FAQ's, Clinical Consultation (Peer to Peer), Orientation video, Enhancement Slide Deck, Authorization Status, Eligibility Look-up, Clinical Guidelines, Forms,	<a href="https://www.evicore.com/healthplan/priorityhealth">https://www.evicore.com/healthplan/priorityhealth</a>
Priority Health Web Portal	<a href="http://www.priorityhealth.com/provider">www.priorityhealth.com/provider</a>



Clinical Consultation	844-303-8456 or <a href="https://evicore.com/healthplan/priorityhealth">https://evicore.com/healthplan/priorityhealth</a>
eviCore web support	800-646-0418 (option 2) <a href="mailto:portal.support@evicore.com">portal.support@evicore.com</a>
Urgent Requests	844-303-8456--must state it is urgent <a href="http://www.priorityhealth.com/provider">http://www.priorityhealth.com/provider</a>
Prior Authorization Request	844-303-8456, <a href="http://www.priorityhealth.com/provider">www.priorityhealth.com/provider</a>
Client Services	<a href="mailto:clientservices@evicore.com">clientservices@evicore.com</a>
Priority Health HELP Line	800-942-4765
Provider NPI Look up	<a href="http://npinumberlookup.org/">http://npinumberlookup.org/</a>
Julie Carpenter, Regional Provider Engagement Mgr.	843-505-3280 <a href="mailto:julie.carpenter@evicore.com">julie.carpenter@evicore.com</a>