

## Quick Reference Guide

### EviCore Provider Resources:

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

### Highmark Provider Resource Center:

<https://providers.highmark.com/> (go to Policies & Programs)

### Clinical Guidelines:

<https://www.EviCore.com/provider/clinical-guidelines>

### Clinical Worksheets:

<https://www.EviCore.com/provider/online-forms>

### Case Initiation

#### Online Portal (preferred):

Availity (primary): <https://www.availity.com/>

EviCore Portal (secondary): <https://www.evicore.com/>

**Phone:** 888.564.5492

**Fax:** 800.540.2406

### Clinical Consultations (Peer-to-Peer)

**Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.

**Phone:** 888.564.5492

### Check Case Status

**EviCore Portal at www.EviCore.com:** Log in, then select “Authorization Lookup.”

### Additional Clinical

**EviCore Portal at www.EviCore.com:** Log in, select “Authorization Lookup,” then upload additional clinical.

### Client and Provider Services Team

**Email:** ClientServices@EviCore.com

**Phone:** 800.646.0418, option 4

### EviCore Web Support

**Email:** Portal.Support@EviCore.com

**Phone:** 800.646.0418, option 2

**Live chat** at [www.EviCore.com](http://www.EviCore.com)