Interventional Pain Management, Joint & Spine Surgery

Provider Presentation for Zing Health Effective April 2025

EviCore
By EVERNORTH

March 14, 2025 1

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Agenda:

Solutions Overview
Interventional Pain Management, Joint & Spine Surgery

Submitting Requests

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

EviCore Provider Portal
Overview, Features, and Benefits

Provider Resources

Questions & Next Steps

Appendix
- Step-by-Step Case Submission
- Self-Service Peer-to-Peer Scheduling Tool

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Solution Overview

EviCore
By EVERNORTH

3/14/2025

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Zing Health Prior Authorization Services

Applicable Membership	Prior authorization applies to the following services	Prior authorization does NOT apply to services performed in
• Medicare	• Outpatient • Elective/Non-emergent	• Emergency Rooms • Observation Services • Inpatient Stays

It is the responsibility of the ordering provider to request prior authorization approval for services.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Interventional Pain Management | Joint & Spine Surgery

Interventional Pain

- Spinal injections
- Spinal implants
  - Spinal cord stimulators
  - Pain pumps

Joint Surgery

- Large joint replacement
  - Arthroscopic and open procedures

Spine Surgery

- Spinal implants
  - Spinal cord stimulators
  - Pain pumps
- Cervical/Lumbar
  - Decompressions
  - Fusions

To find a list of CPT codes that require prior authorization through EviCore, please visit:

[Zing Health Provider Resources | EviCore by Evernorth]

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Submitting Requests

EviCore
By EVERNORTH

3/14/2025

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Request Prior Authorization

The EviCore Provider Portal is the easiest, most efficient way to request clinical reviews and check statuses.

- **Save time**: Quicker process than requests by phone or fax.
- **Available 24/7.**
- **Save your progress**: If you need to step away, you can save your progress and resume later.
- **Upload additional clinical information**: No need to fax supporting clinical documentation; it can be uploaded on the portal.
- **View and print determination information**: Check case status in real time.
- **Dashboard**: View all recently submitted cases.
- **E-notification**: Opt to receive email notifications when there is a change to case status.
- **Duplication feature**: If you are submitting more than one request, you can duplicate information to expedite submissions.

To access the EviCore Provider Portal, visit www.EviCore.com

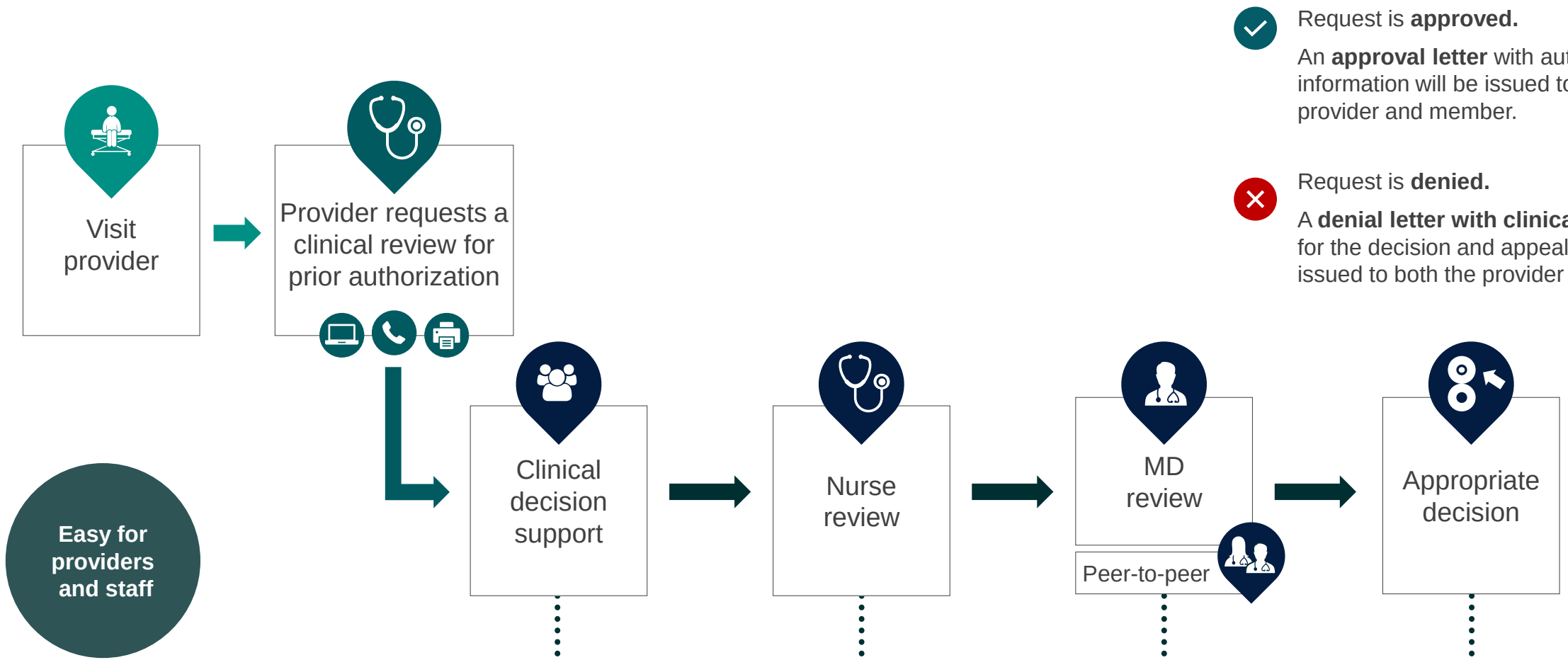
Phone: 855-252-1125
Monday – Friday
7 AM – 7 PM (local time)

Fax: 800-540-2406

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Utilization Management | Prior Authorization



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Necessary Information for Prior Authorization

To obtain prior authorization on the very first submission, the provider submitting the request will need to gather information within four categories:

Member
- Health Plan ID
- Member name
- Date of birth (DOB)

Referring (Ordering) Provider
- Physician name
- National provider identifier (NPI)
- Phone & fax number

Rendering Facility
- Facility name
- Address
- National provider identifier (NPI)
- Tax identification number (TIN)
- Phone & fax number

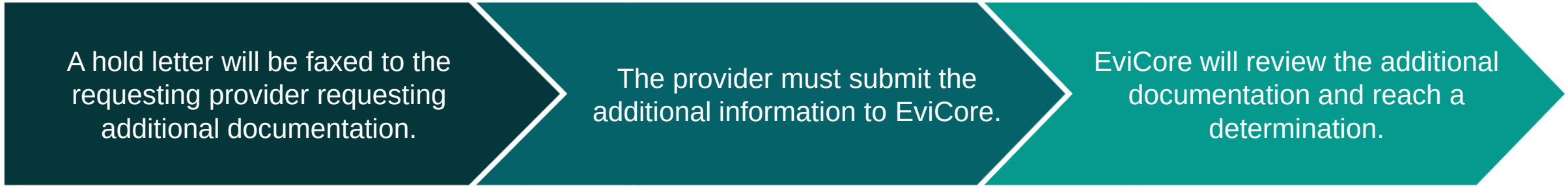
Supporting Clinical
- Pertinent clinical information to substantiate medical necessity for the requested service
- CPT/HCPCS Code(s)
- Diagnosis Code(s)
- Previous test results

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Insufficient Clinical | Additional Documentation Needed

If during case build all required pieces of documentation are not received, or are insufficient for EviCore to reach a determination, the following will occur:



The hold letter will inform the provider about what clinical information is needed, as well as the **date by which it is needed**.

Requested information must be received within the timeframe as specified in the hold letter, or EviCore will render a determination based on the original submission.

Determination notifications will be sent.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

EviCore
By EVERNORTH

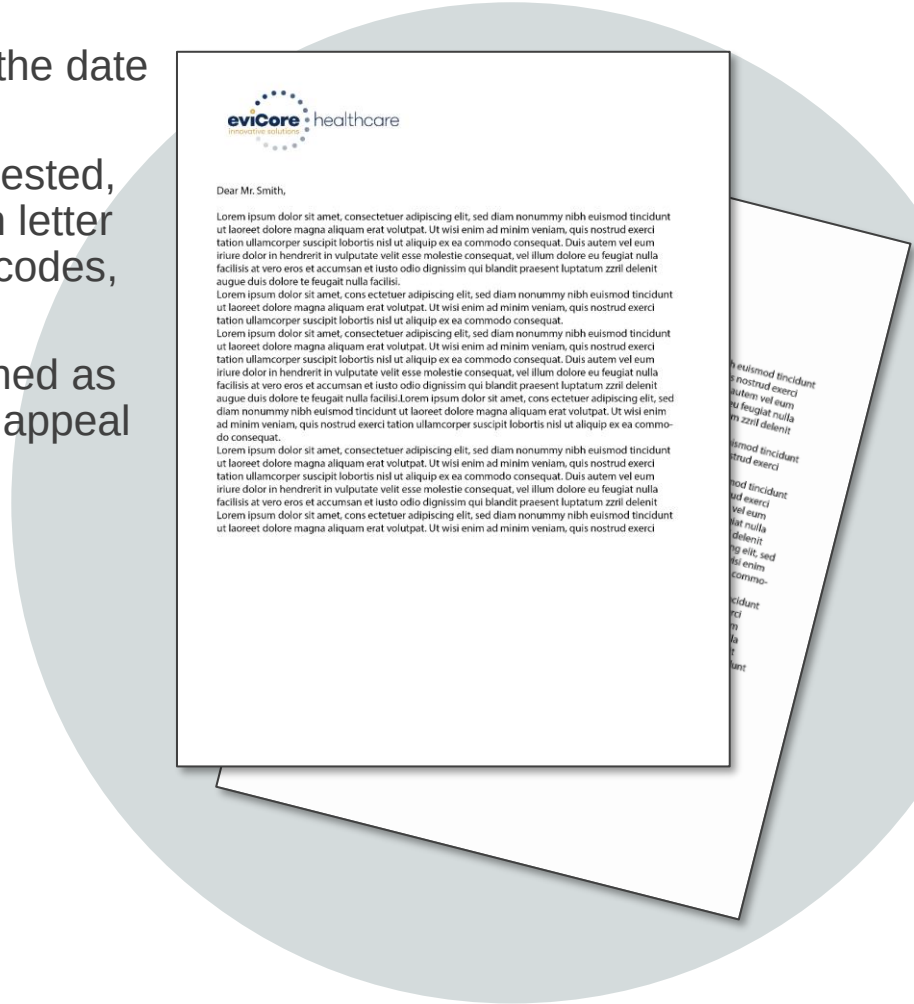
3/14/2025

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Prior Authorization Outcomes

Determination Outcomes:

- **Approved Requests:** Authorizations are valid for up to 60 **calendar days** from the date of approval.
- **Partially Approved Requests:** In instances where multiple CPT codes are requested, some may be approved and some denied. In these instances, the determination letter will specify what has been approved as well as post decision options for denied codes, including denied Site of Care (if applicable).
- **Denied Requests:** Based on evidence-based guidelines, if a request is determined as inappropriate, a notification with the rationale for the decision and post decision/ appeal rights will be issued.



Notifications:

- Authorization letters will be faxed to the ordering provider.
- Web initiated cases will receive e-notifications when a user opts to receive.
- Members will receive a letter by mail.
- Approval information can be printed on demand from the EviCore portal: www.EviCore.com

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Special Circumstances

Alternative Recommendations

- An alternative recommendation may be offered, based on EviCore's evidence-based clinical guidelines.
- The ordering provider can either accept the alternative recommendation or request a reconsideration for the original request.
- Providers have up to **14 calendar days** to contact EviCore to accept the alternative recommendation.

Authorization Update

- If updates are needed on an existing authorization, you can contact EviCore by phone at 855-252-1125.
- While EviCore needs to know if changes are made to the approved request, any change could result in the need for a separate clinical review and require a new request (and the original approved request would need to be withdrawn).
- If the authorization is not updated, it may result in a claim denial.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Post-Decision Options |Medicare

My case has been denied. What's next?

Your **determination letter** is the best immediate source of information to assess what options exist on a case that has been denied. You may also call EviCore at 855-252-1125 to speak with an agent who can provide available option(s) and instruction on how to proceed.

Alternatively, select **All Post Decisions** under the **Authorization Lookup** function on **EviCore.com** to see available options.855-252-1125

Reconsiderations

Not in scope for Medicare members.

Retrospective Reviews

Must be requested within 2 business days of the start date.

Appeals

EviCore will not process first-level appeals.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Post-Decision Options |Medicare

My case has been denied. What's next?

Clinical Consultation

- Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial.
- Once a denial decision has been made, however, the decision cannot be overturned. It will be for consultative purposes only.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Special Circumstances

Urgent Prior Authorization Requests

- EviCore uses the NCQA/URAC definition of **urgent**: when a delay in decision-making may seriously jeopardize the life or health of the member.
- Can be initiated on provider portal or by phone.
- Urgent cases are typically reviewed within 72 hours.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Provider Portal

EviCore
By EVERNORTH

3/14/2025

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Provider Portal | Access and Compatibility

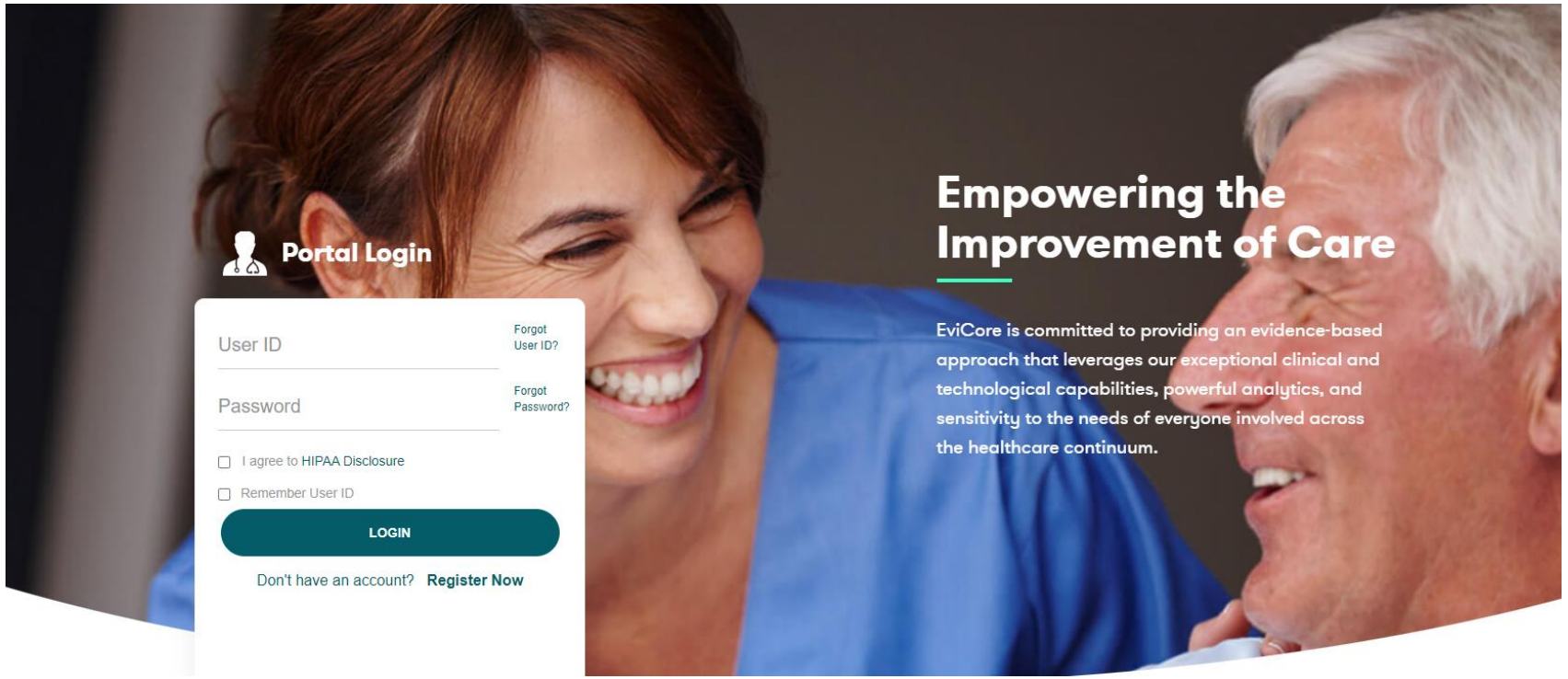
Most providers are already saving time submitting clinical review requests online vs. telephone.

To access resources on the EviCore Provider Portal, visit EviCore.com/provider

Already a user?

Log in with User ID & Password.

Don't have an account?
Click **Register Now**.

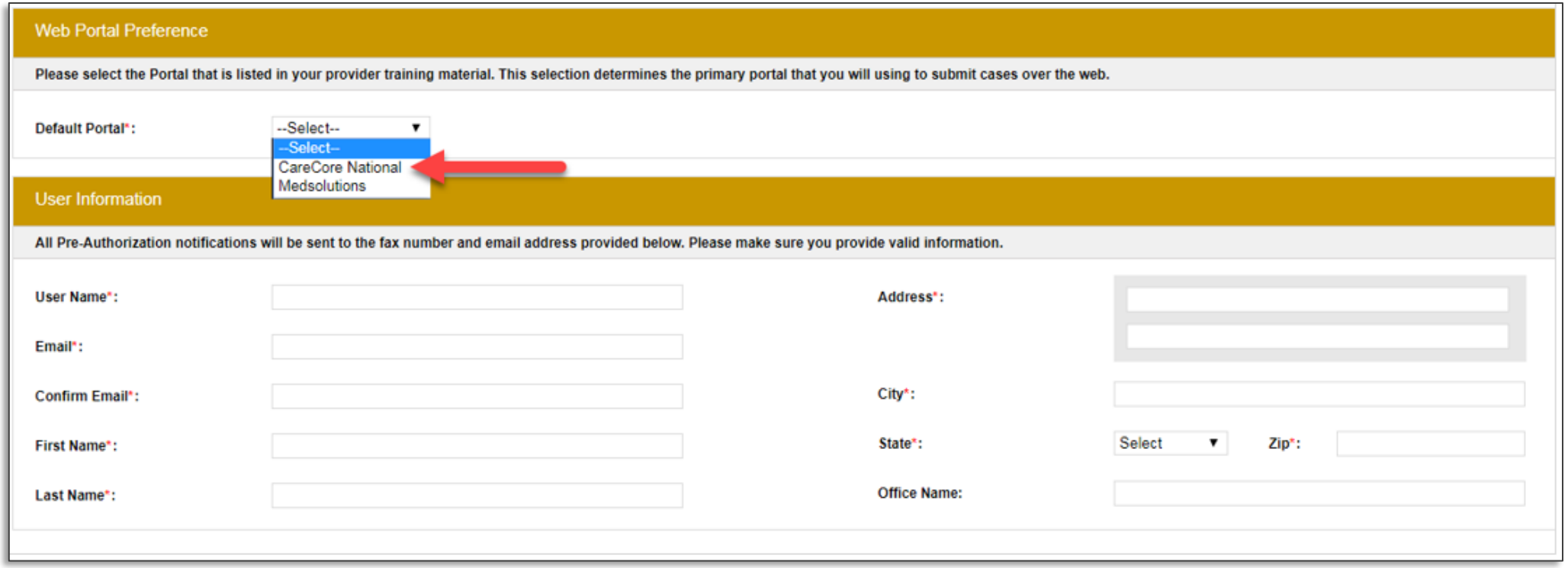


EviCore's website is compatible with **all web browsers**. If you experience issues, you may need to **disable pop-up blockers** to access the site.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Creating an EviCore Provider Portal Account



- Select **CareCore National** as the Default Portal.
- Complete the User Information section in full and **Submit Registration**.
- You will immediately be sent an email with a link to create a password. Once you have created a password, you will be redirected to the login page.

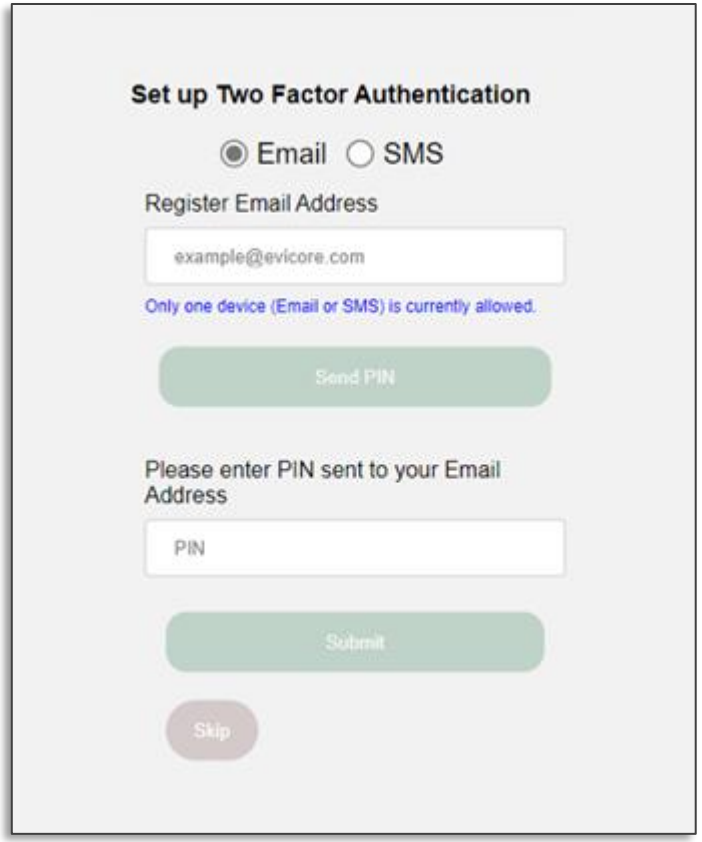
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Setting Up Multi-Factor Authentication (MFA)

To safeguard your patients' private health information (PHI), we have implemented a multi-factor authentication (MFA) process.

- After you log in, you will be prompted to register your device for MFA.
- Choose which authentication method you prefer: Email or SMS. Then, **enter your email address or mobile phone number.**
- Once you select **Send PIN**, a 6-digit pin will be generated and sent to your chosen device.
- After entering the provided PIN in the portal display, you will successfully be authenticated and logged in.

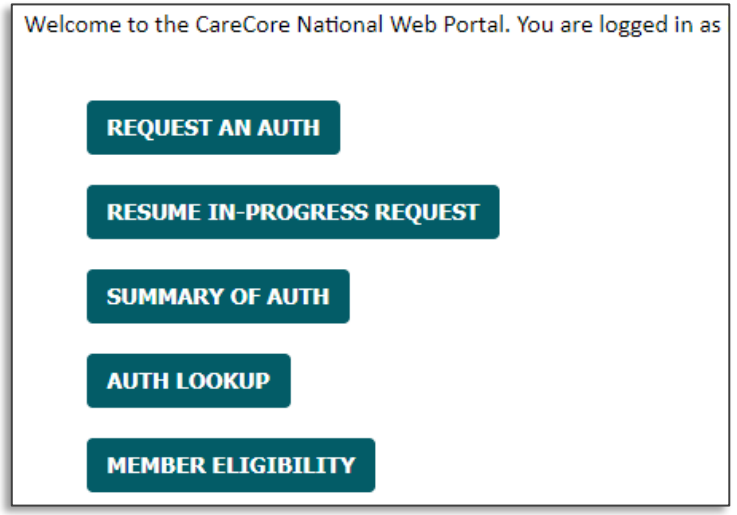


EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Welcome Screen | Adding Providers to Registration

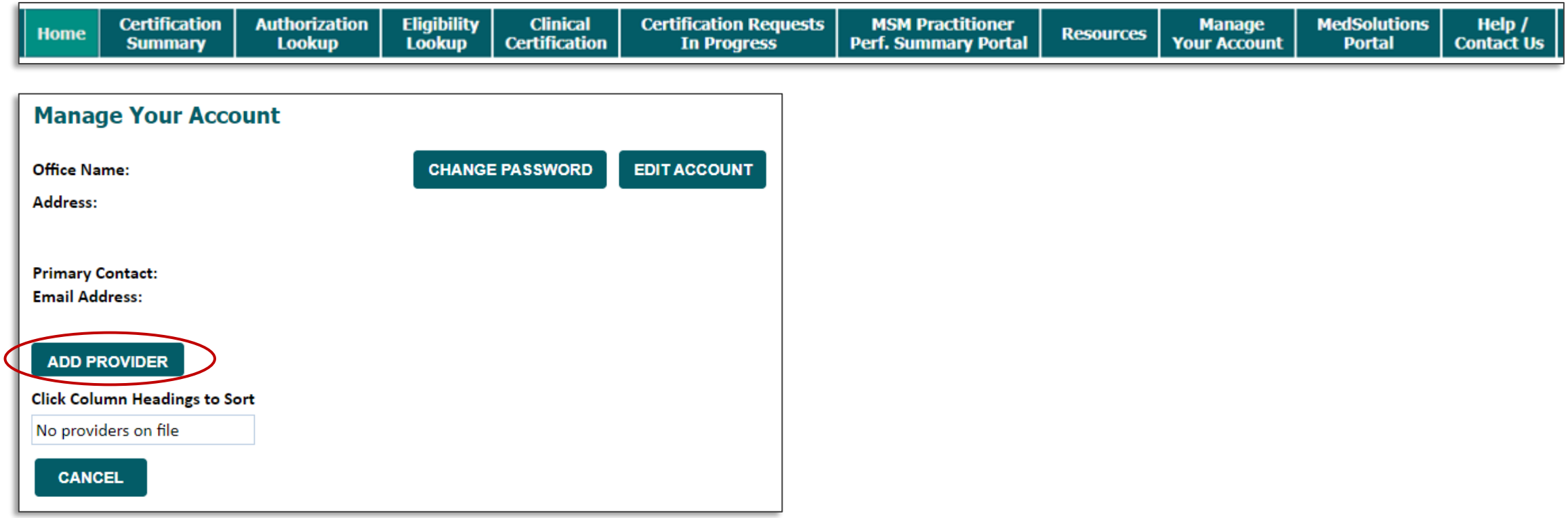
- Providers can be added to your account prior to case submission.
- Click the **Manage Your Account** tab to add providers to the web registration.



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Adding Providers

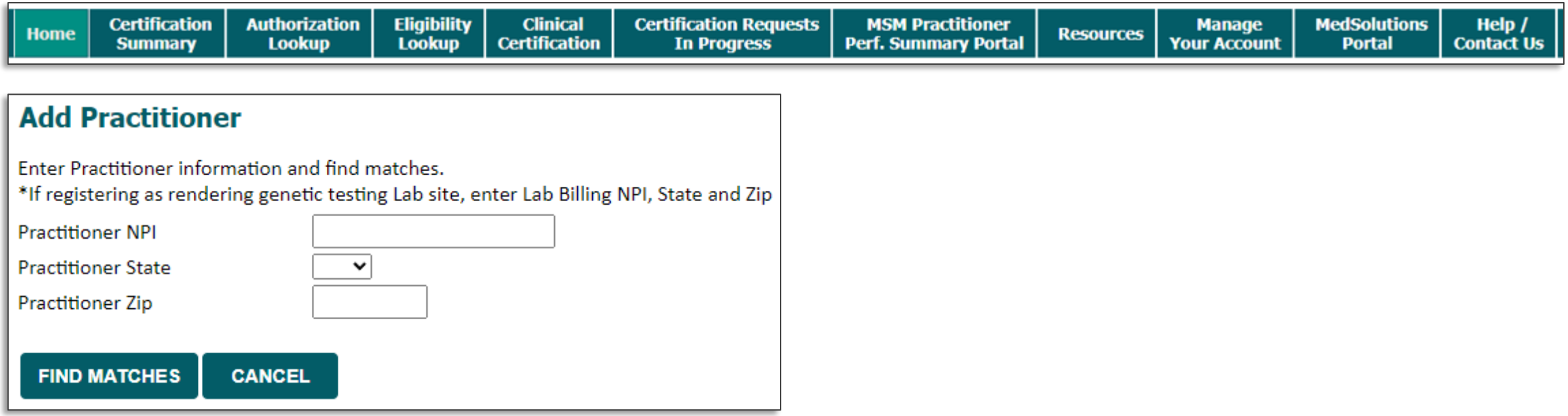


- Click the **Add Provider** button.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Adding Providers

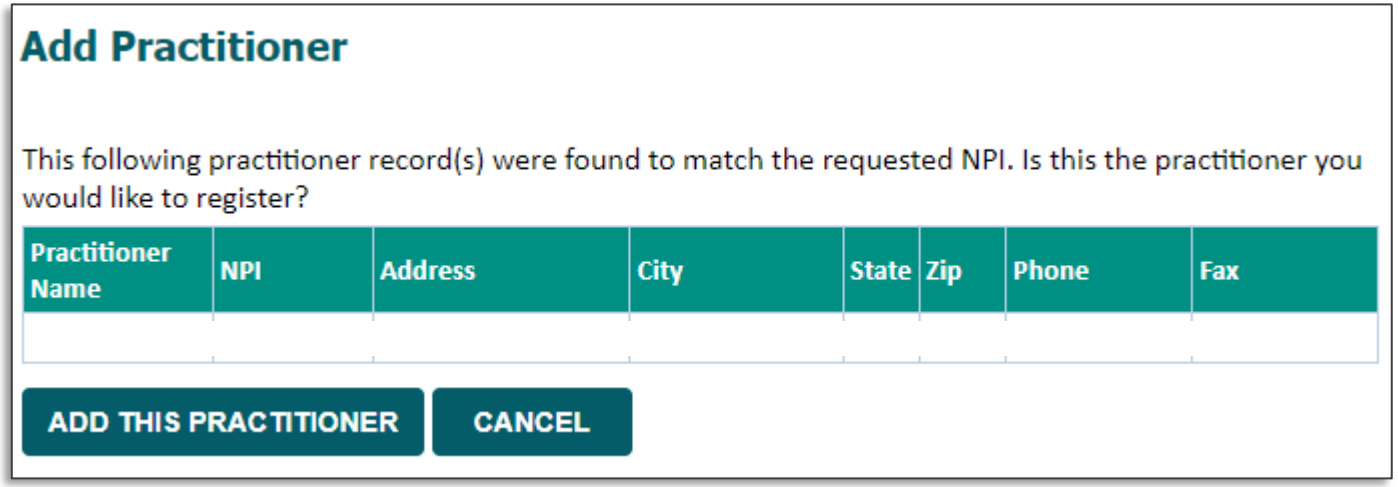


- Enter the Provider's **NPI**, **state**, and zip **code** to search for the provider record.
- Once entered, click **Find Matches**.
- Multiple providers can be added to your account.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Adding Providers

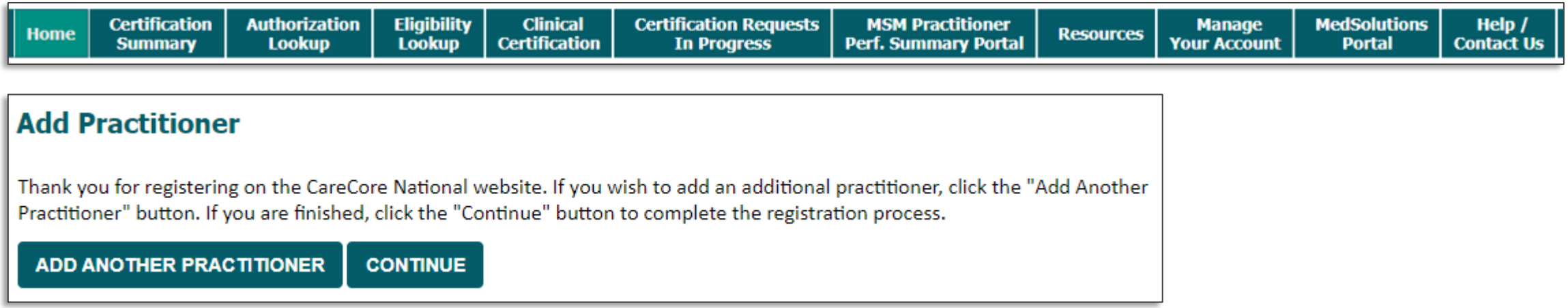


- Select the matching record based upon your search criteria.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Adding Providers



- Once you have selected a practitioner, your registration will be completed and ready for building a case.
- You can click on **Add Another Practitioner** to add another provider to your account or click **Continue**.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

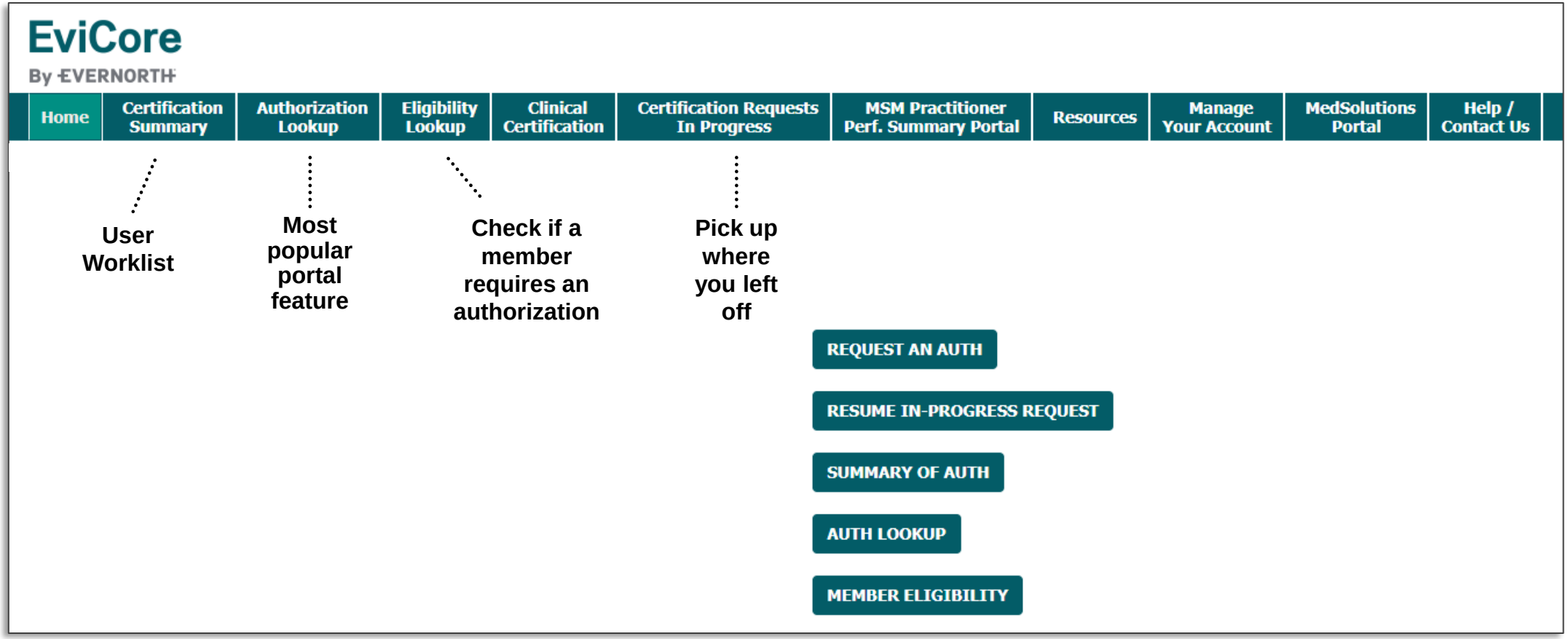
EviCore Portal Features

EviCore
By EVERNORTH

3/14/2025

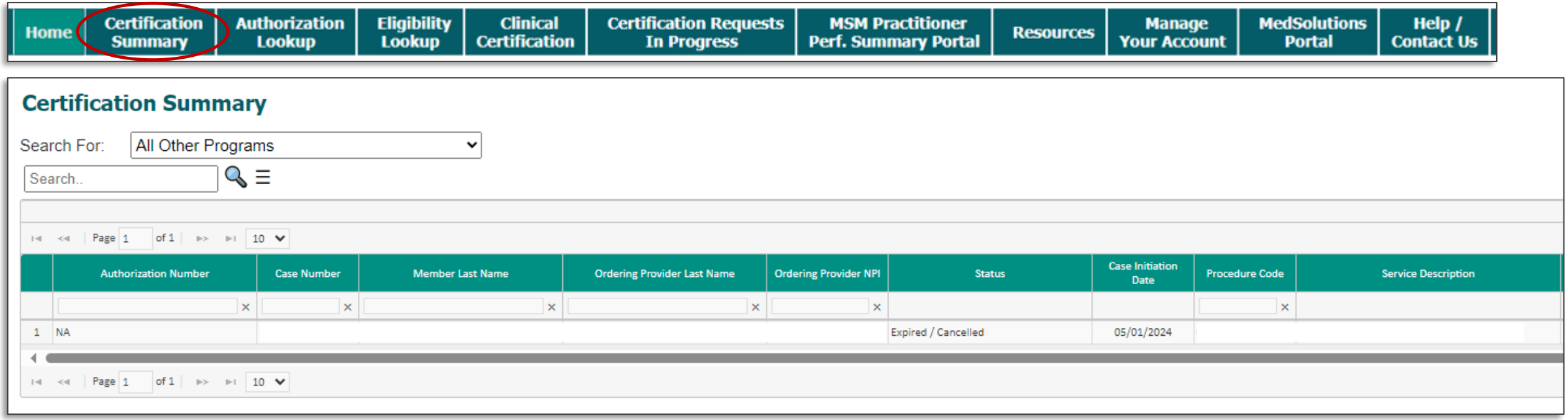
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Portal | Feature Access



© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Certification Summary | User Worklist

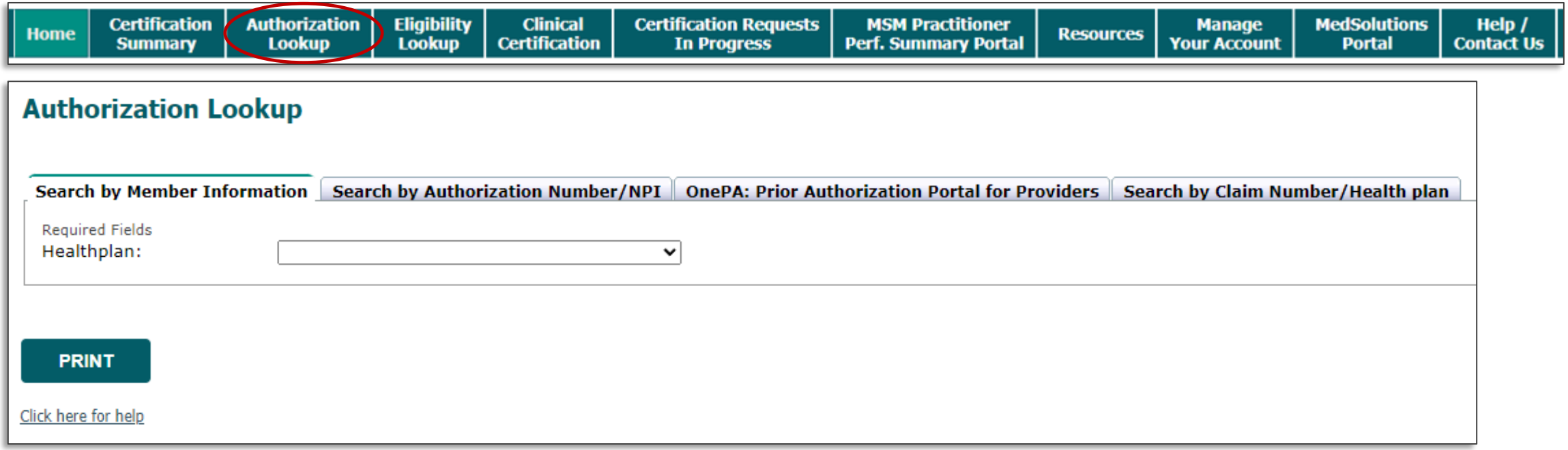


- The **Certification Summary** tab allows you to track recently submitted cases.
- The worklist can also be filtered.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Authorization Lookup | Popular Tool



- You can lookup an authorization case status on the portal.
- Search by member information **OR**
- Search by authorization number with ordering NPI.
- Initiate appeals and/or schedule Peer-to-Peer calls.
- View and print any correspondence.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

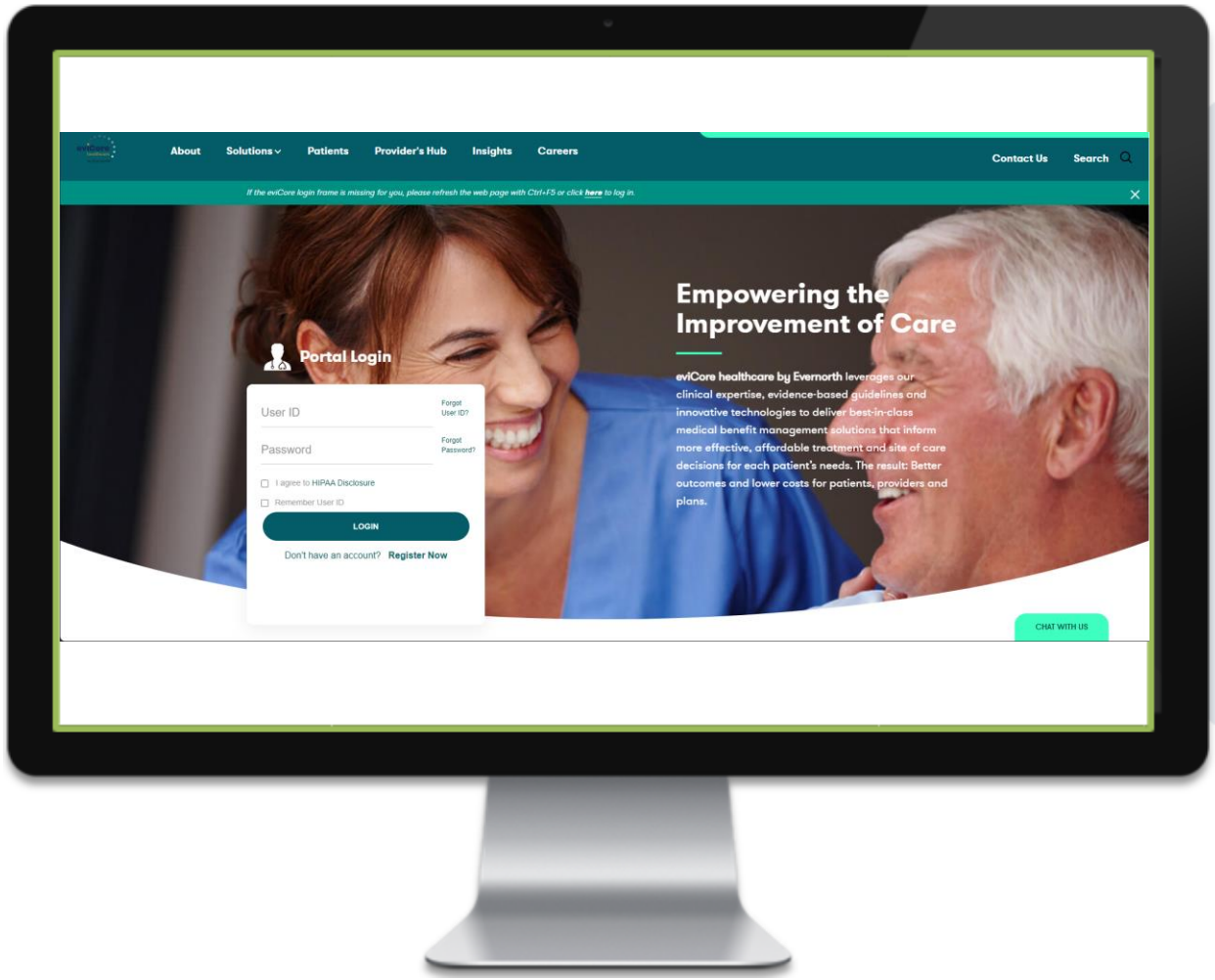
Initiating a Case

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Portal Demo | MSK Pain, Joint, and Spine Procedures

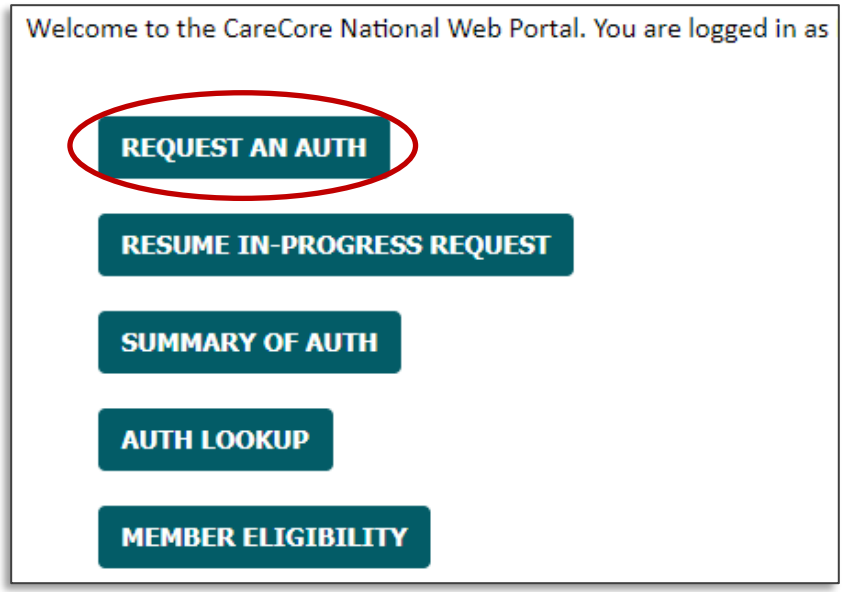
The EviCore online portal is the quickest, most efficient way to request prior authorization and check authorization status.



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Initiating a Case

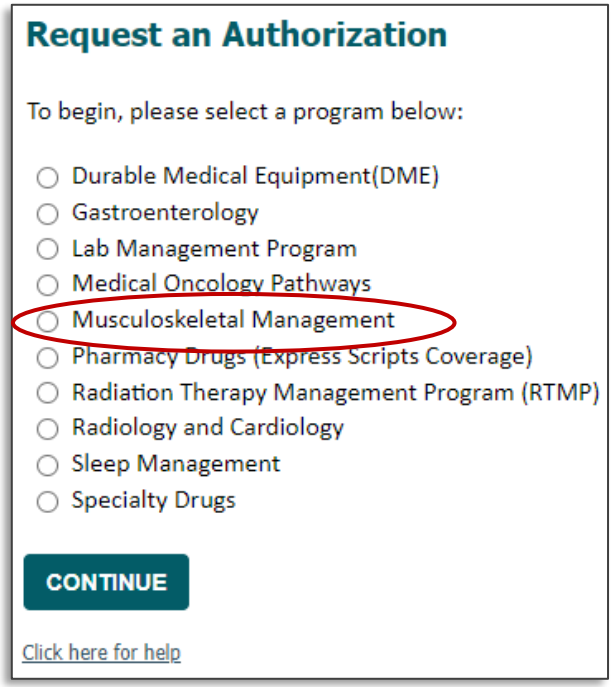


- Click the **Clinical Certification** tab to get started.
- Choose **Request an Auth** to begin a new case request.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Select Program

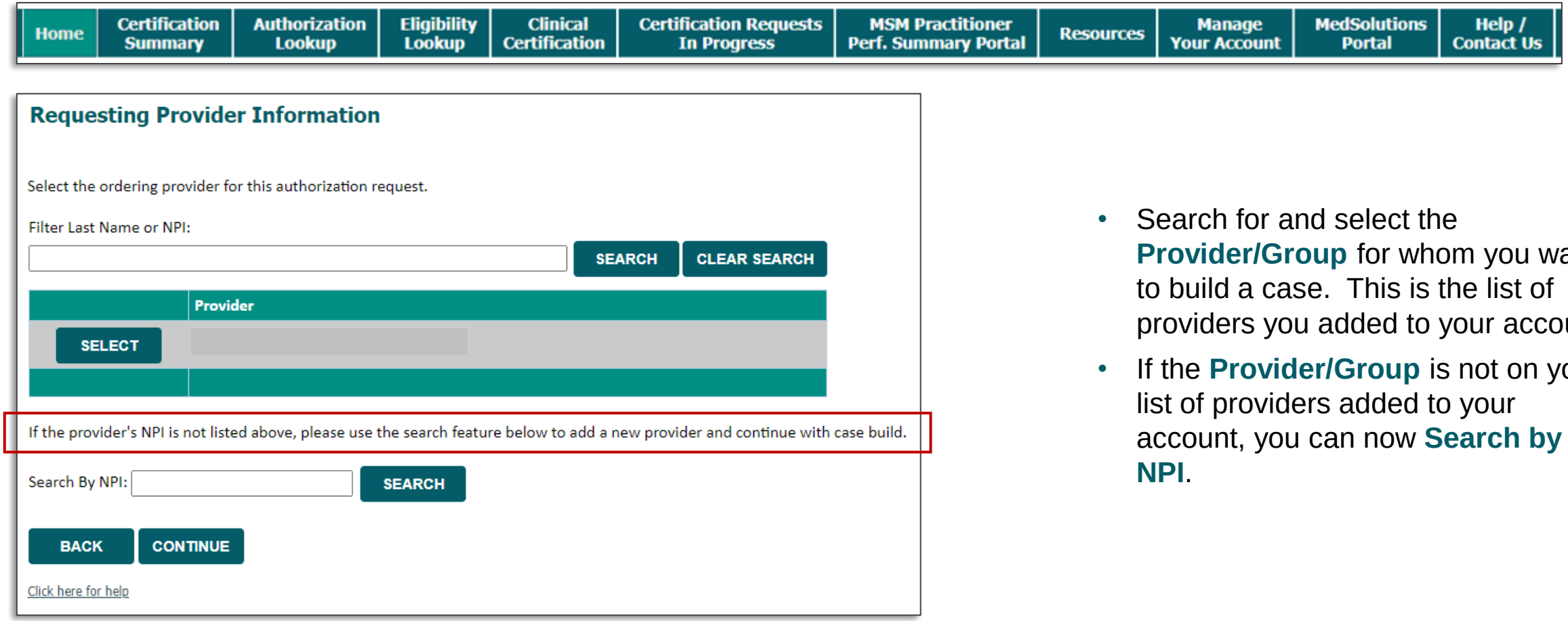


- Select the **Program** for your certification.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Search and Select Provider

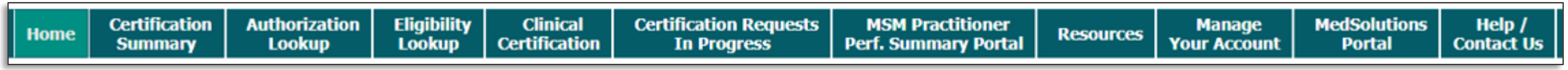


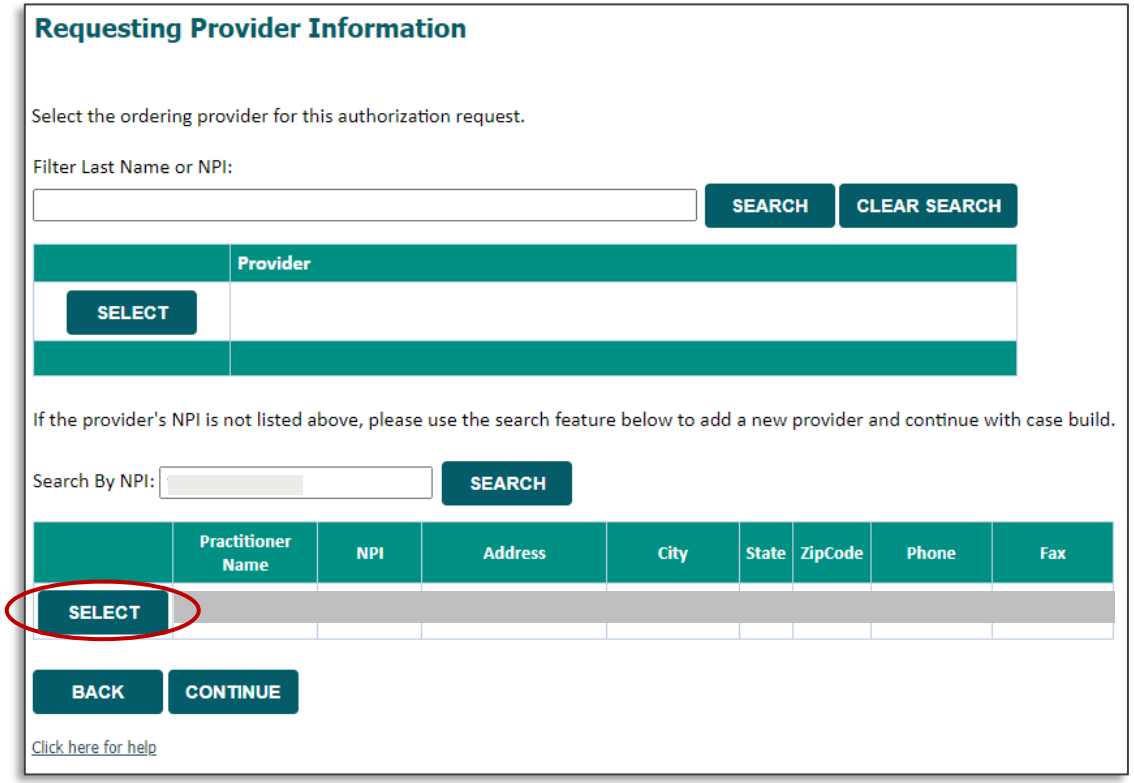
- Search for and select the **Provider/Group** for whom you want to build a case. This is the list of providers you added to your account.
- If the **Provider/Group** is not on your list of providers added to your account, you can now **Search by NPI**.

EviCore
By EVERNORTH

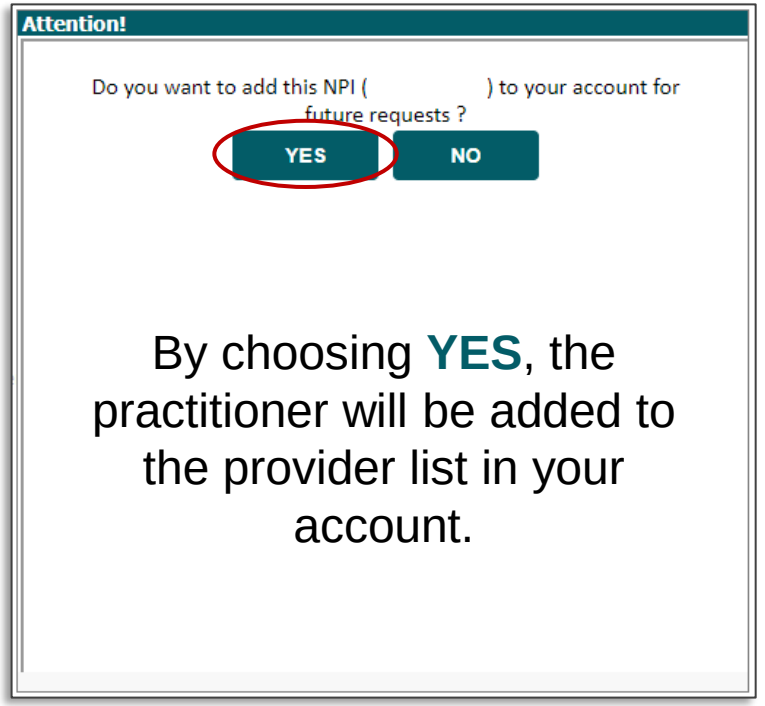
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Search and Select Provider





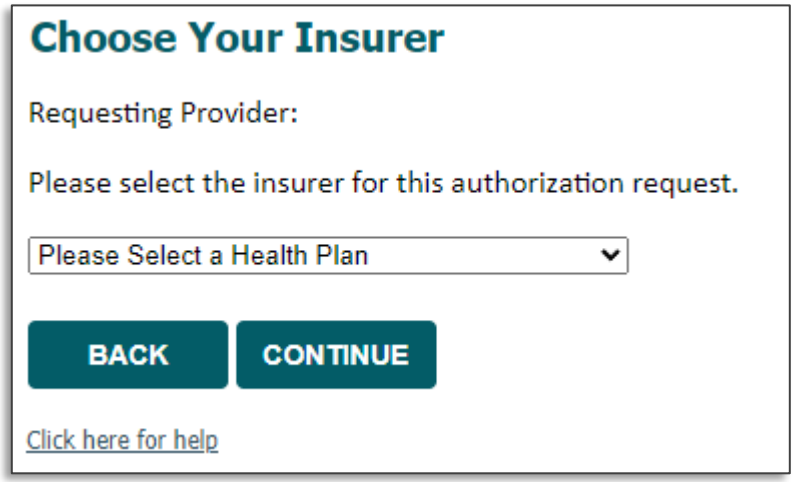
- Once the provider is found by searching **NPI**, the line will turn gray to indicate they are selected.



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Select Health Plan

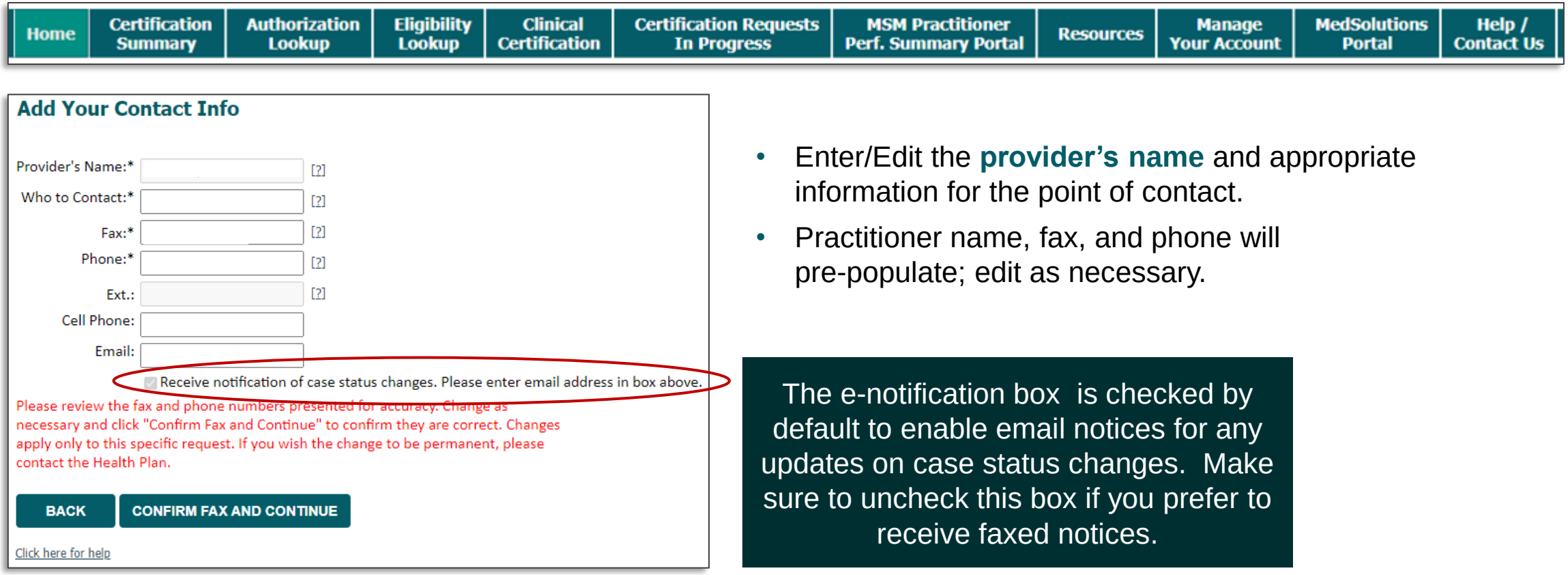


- Choose the appropriate **health plan** for the request.
- Another drop down will appear to select the appropriate address for the **provider**.
- Click **CONTINUE**.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Enter Contact Information



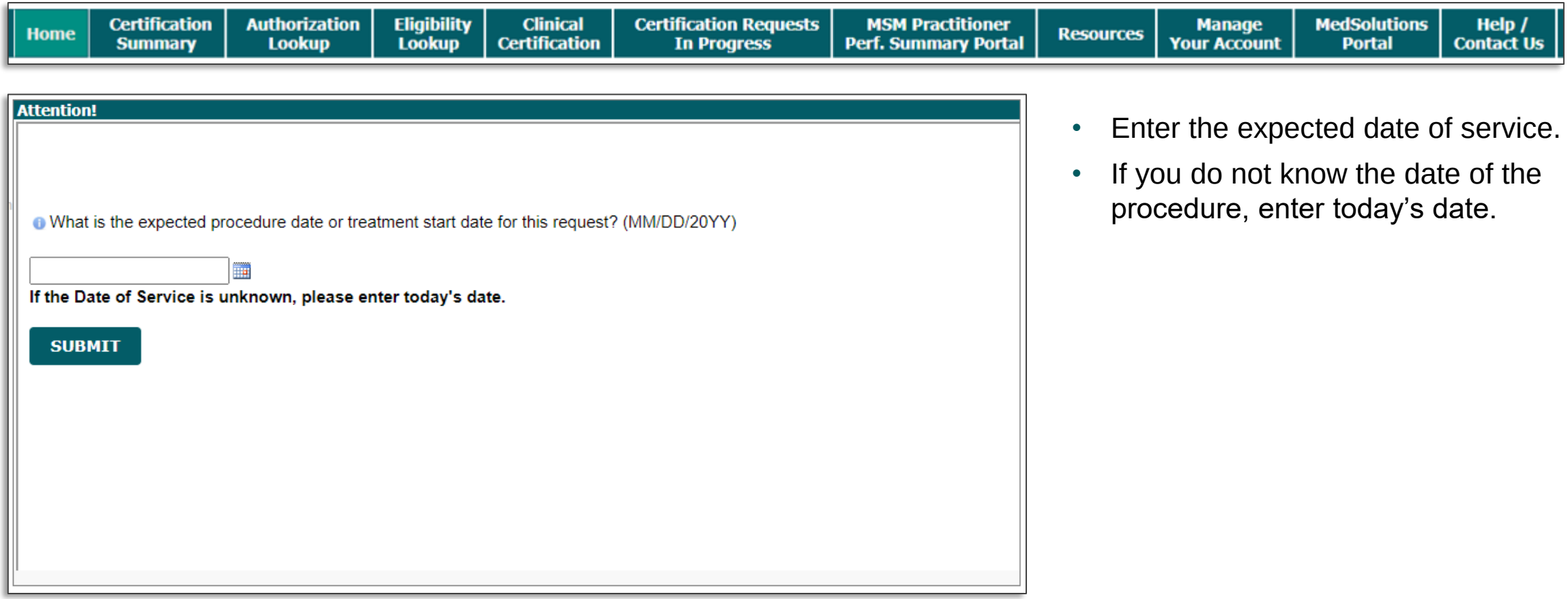
- Enter/Edit the **provider's name** and appropriate information for the point of contact.
- Practitioner name, fax, and phone will pre-populate; edit as necessary.

The e-notification box is checked by default to enable email notices for any updates on case status changes. Make sure to uncheck this box if you prefer to receive faxed notices.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Procedure Date

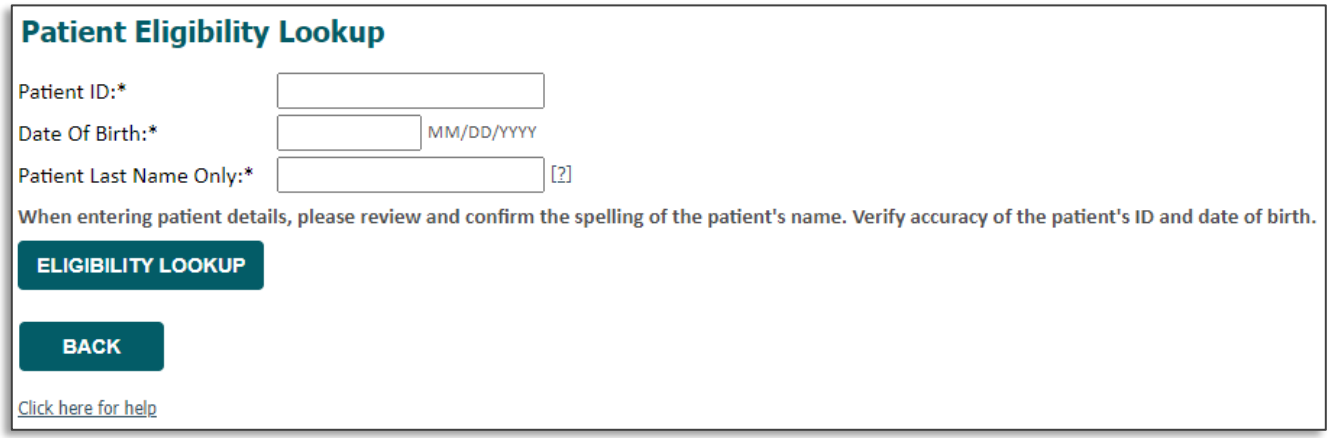


- Enter the expected date of service.
- If you do not know the date of the procedure, enter today's date.

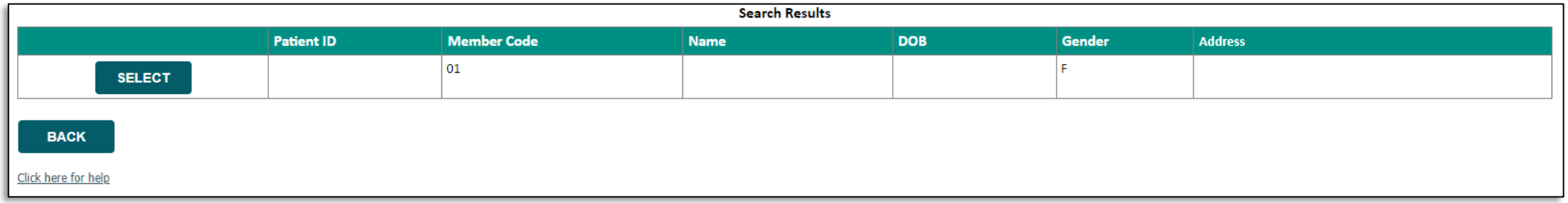
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Enter Member Information



- Enter **member information**, including patient ID number, date of birth, and last name.
- Click **ELIGIBILITY LOOKUP**.

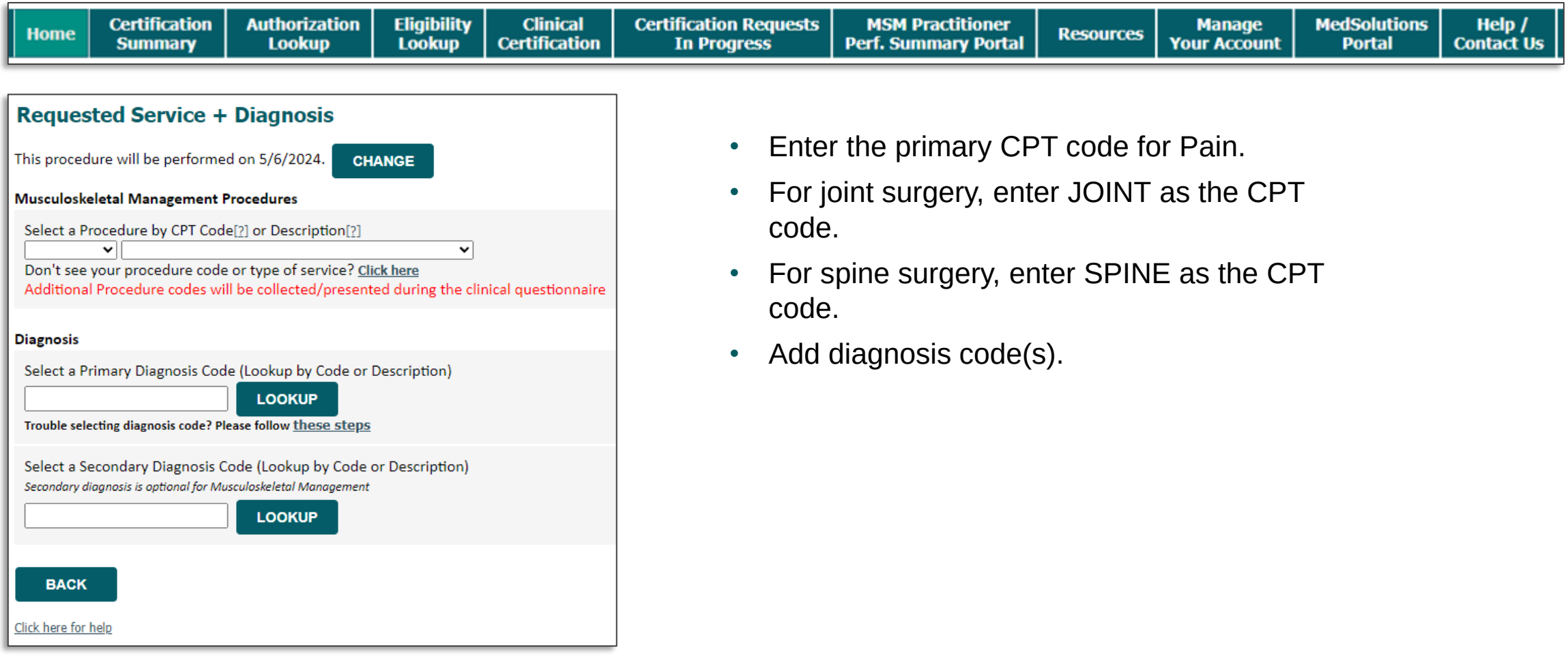


- Confirm the patient's information and click **SELECT** to continue.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Procedure and Diagnosis Codes

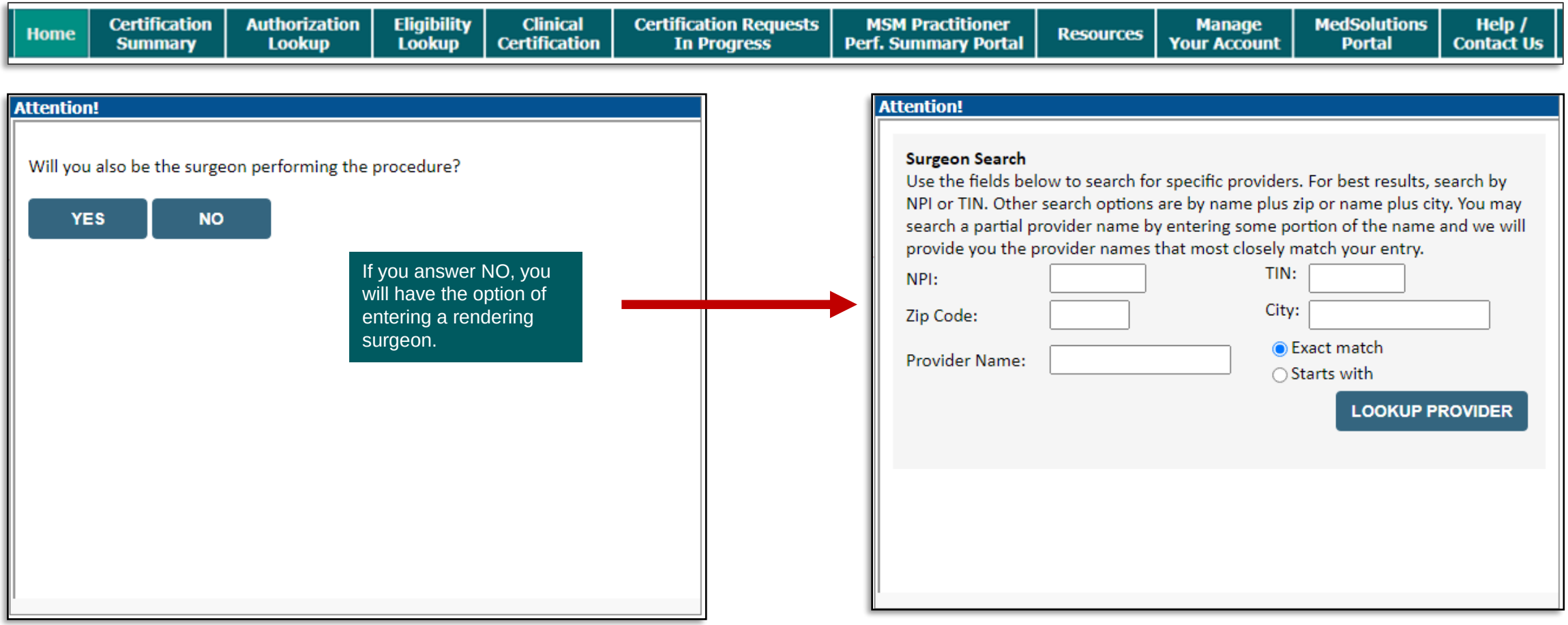


- Enter the primary CPT code for Pain.
- For joint surgery, enter JOINT as the CPT code.
- For spine surgery, enter SPINE as the CPT code.
- Add diagnosis code(s).

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

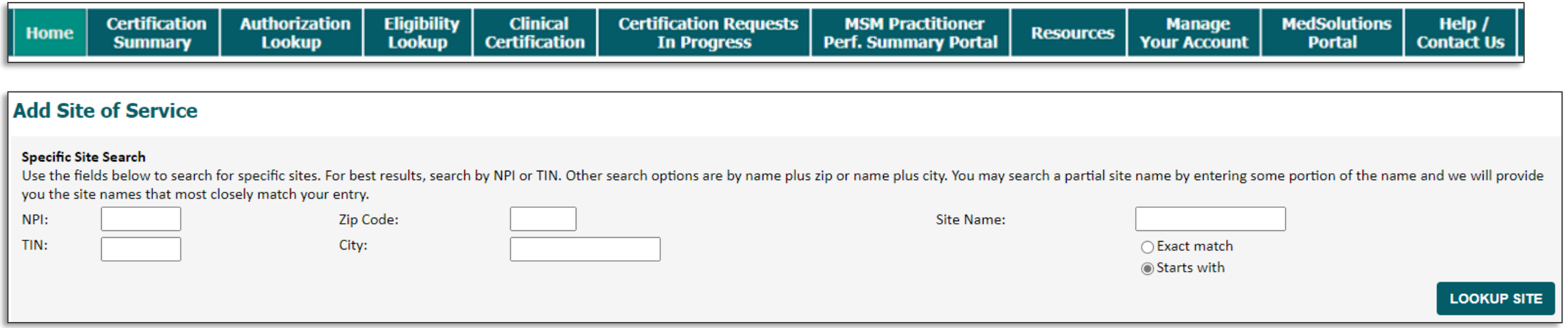
Clinical Certification Request | Clinical Details



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Site Selection

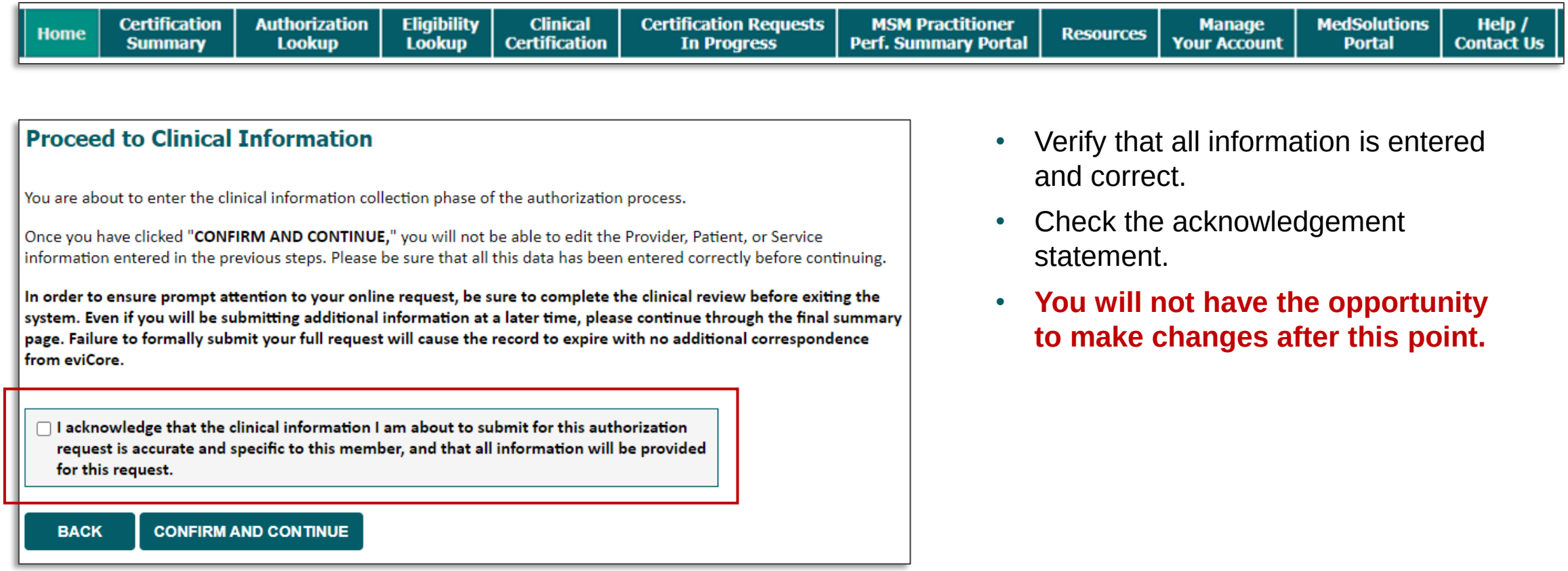


- Search for the **site of service** where the procedure will be performed (for best results, search with NPI, TIN, **or** zip code).
- **Select** the specific site where the procedure will be performed.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Clinical Certification

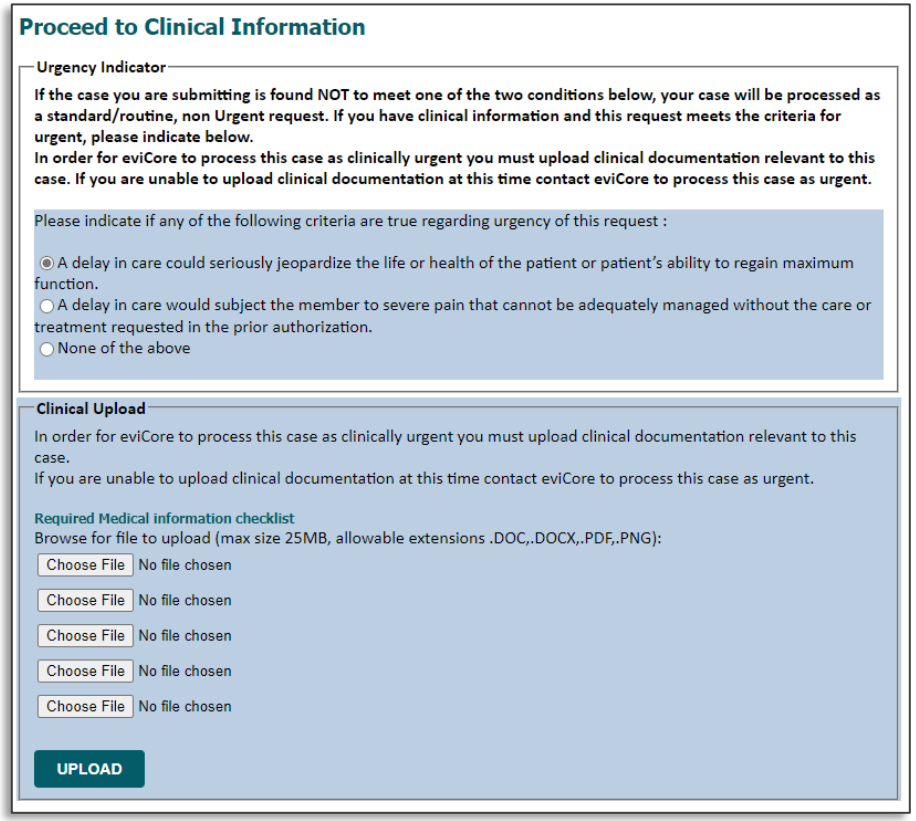


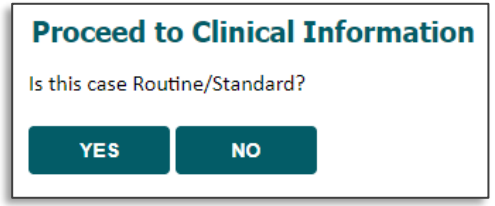
- Verify that all information is entered and correct.
- Check the acknowledgement statement.
- **You will not have the opportunity to make changes after this point.**

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Standard or Urgent Request?





- If the case is **standard,** select **Yes**.
- If your request is **urgent,** select **No**.
- When a request is submitted as urgent, you will be **required** to upload relevant clinical information.
- Upload up to **FIVE** documents.
  (.doc, .docx, or .pdf format; max 5MB size)
- Your case will only be considered urgent if there is a successful upload.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Spine Surgery Pathway

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Collection Process | Pathway Questions

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Collection Process | Pathway Questions

- Pathway questions will populate based upon the information provided.

EviCore
By EVERNORTH

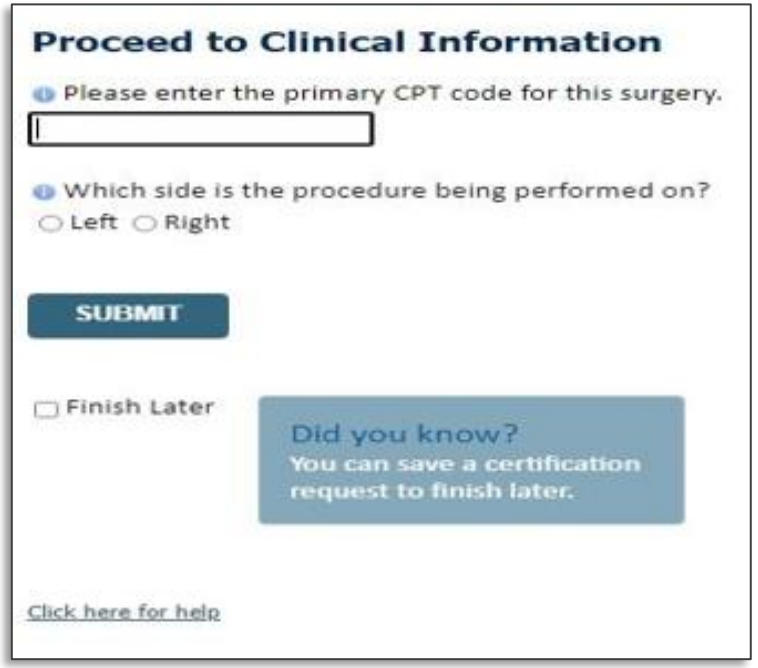
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Joint Surgery Pathway

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Collection Process | Pathway Questions



- Enter the primary CPT code for the surgery.
- If needed, you can enter a secondary CPT code.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Collection Process | Pathway Questions

EviCore
By EVERNORTH

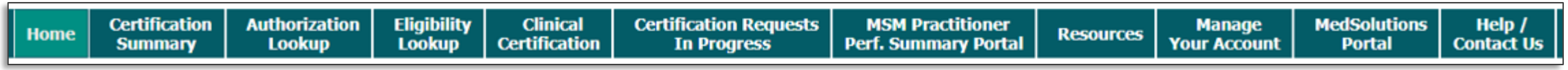
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

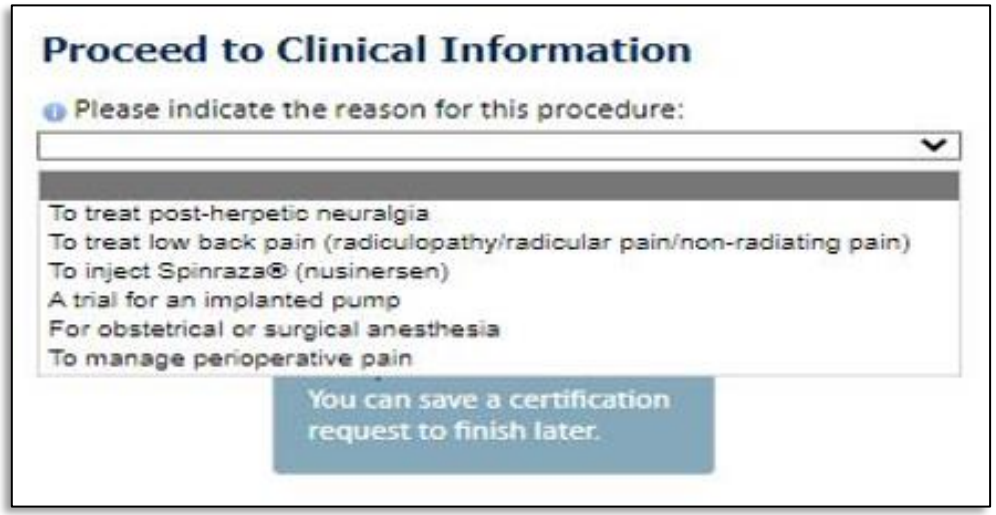
Interventional Pain Pathway

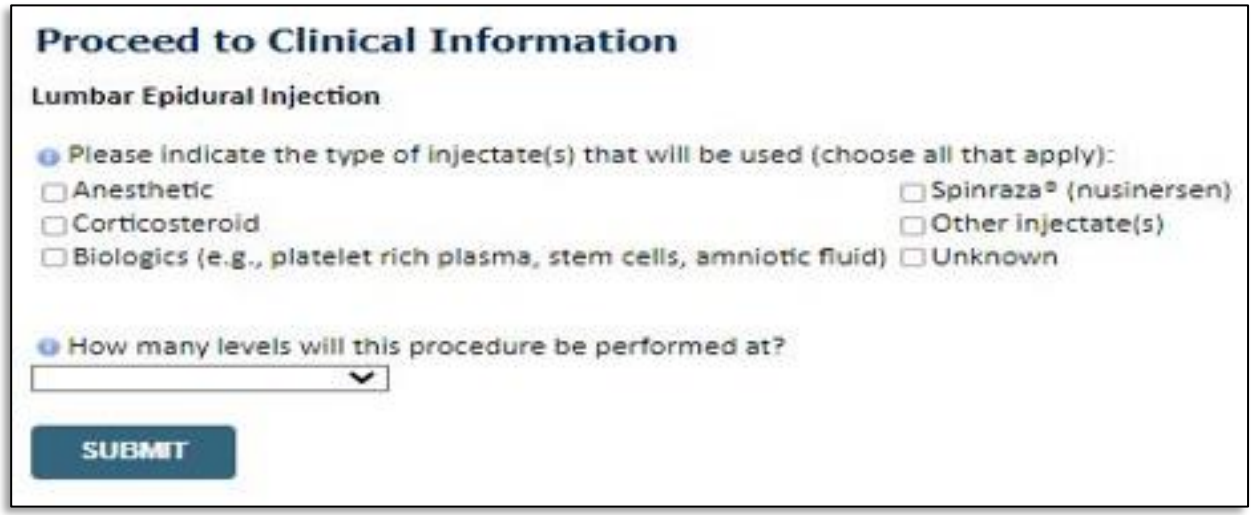
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Collection Process | Pathway Questions







EviCore
By EVERNORTH

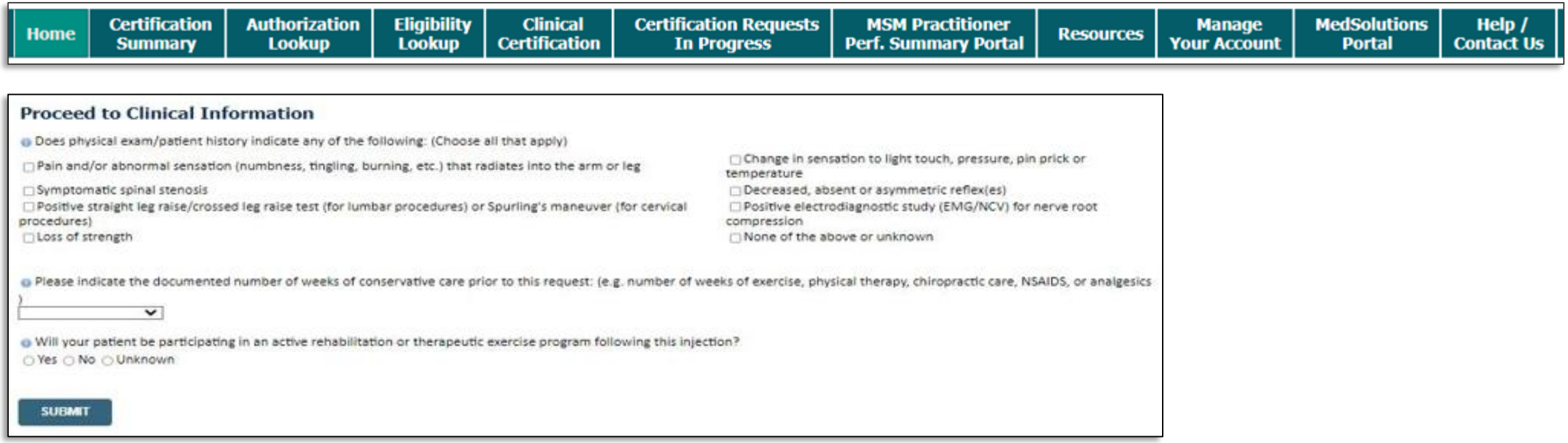
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Collection Process | Pathway Questions

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Collection Process | Pathway Questions



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Summary | Medical Review

Summary of Your Request

Please review the details of your request below and if everything looks correct click SUBMIT

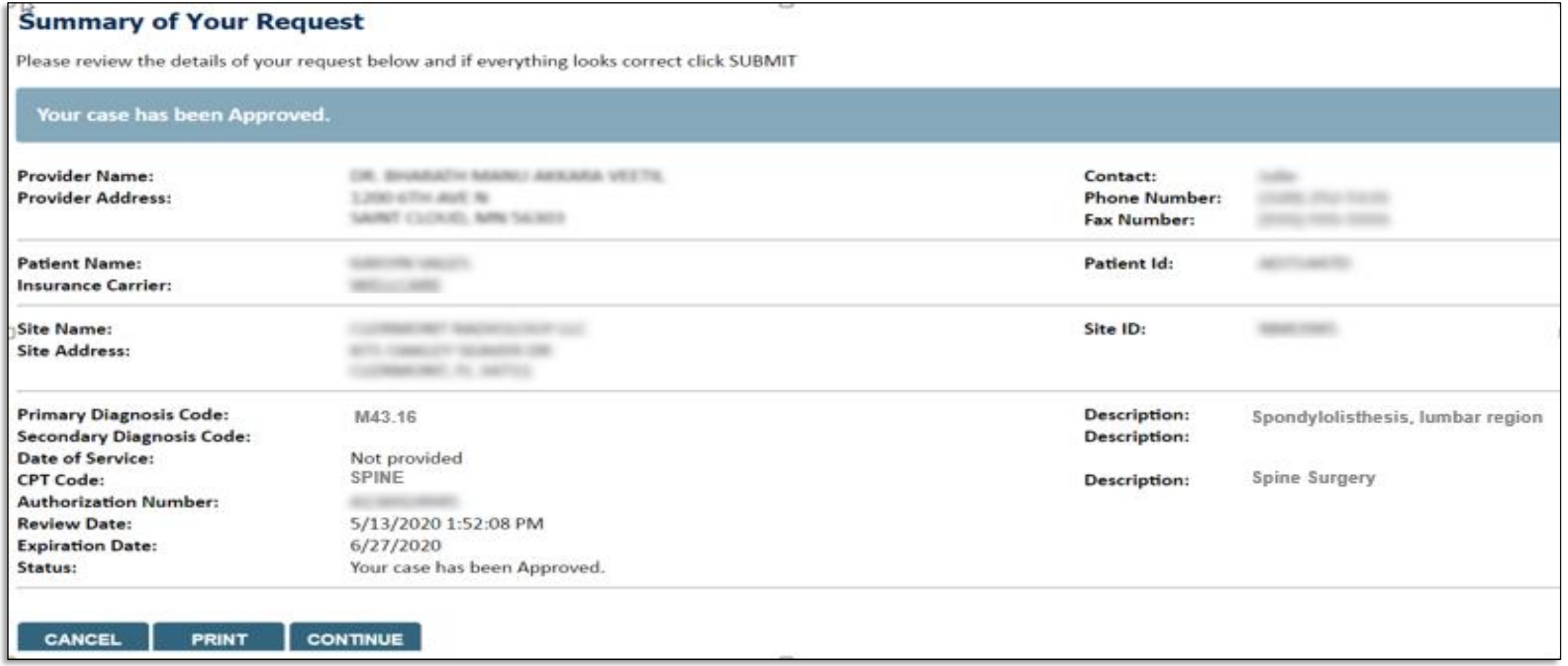
Your case has been sent to clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with eviCore at anytime, please call 1-888-333-8641.

Provider Name:	[redacted]	**Contact:**	[redacted]
Provider Address:	[redacted]	**Phone Number:**	[redacted]
		Fax Number:	[redacted]
Patient Name:	[redacted]	**Patient Id:**	[redacted]
Insurance Carrier:	[redacted]		
Site Name:	[redacted]	**Site ID:**	[redacted]
Site Address:	[redacted]		
Primary Diagnosis Code:	[redacted]	**Description:**	Other cervical disc displacement, unspecified cervical region
Secondary Diagnosis Code:		**Description:**	
Date of Service:	[redacted]		
CPT Code:	[redacted]	**Description:**	Spine Surgery
Case Number:	[redacted]		
Review Date:	5/13/2020 2:36:00 PM		
Expiration Date:	N/A		
Status:	Your case has been sent to clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with eviCore at anytime, please call 1-888-333-8641.		

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Summary | Approval



Summary of Your Request

Please review the details of your request below and if everything looks correct click SUBMIT

Your case has been Approved.

Provider Name:	[redacted]	**Contact:**	[redacted]
Provider Address:	[redacted]	**Phone Number:**	[redacted]
		Fax Number:	[redacted]
Patient Name:	[redacted]	**Patient Id:**	[redacted]
Insurance Carrier:	[redacted]		
Site Name:	[redacted]	**Site ID:**	[redacted]
Site Address:	[redacted]		
Primary Diagnosis Code:	M43.16	**Description:**	Spondylolisthesis, lumbar region
Secondary Diagnosis Code:		**Description:**	
Date of Service:	Not provided		
CPT Code:	SPINE	**Description:**	Spine Surgery
Authorization Number:	[redacted]		
Review Date:	5/13/2020 1:52:08 PM		
Expiration Date:	6/27/2020		
Status:	Your case has been Approved.		

CANCEL PRINT CONTINUE

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources

EviCore
By EVERNORTH

3/14/2025

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Contact EviCore's Dedicated Teams

Client and Provider Services

For eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research.

- Email: **ClientServices@EviCore.com**
- Phone: **800-646-0418** (option 4).

Web-Based Services and Portal Support

- Live chat
- Email: **Portal.Support@EviCore.com**
- Phone: **800-646-0418** (option 2)

Provider Engagement

Regional team that works directly with the provider community.

- Patricia Allen, Sr. Regional Provider Engagement Manager
- Phone:800-918-8924 x24176
- Email: pallen@evicore.com

Call Center/Intake Center

Call 855-252-1125**.** Representatives are available from 7 a.m. to 7 p.m. local time.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources at EviCore.com

EviCore maintains provider resource pages that contain health-plan-specific and solution-specific educational material to assist providers and their staff on a daily basis. This page will include:

- Frequently asked questions
- Quick reference guides
- Provider training
- CPT code list

To access these helpful resources, visit:

Zing Health Provider Resources | EviCore by Evernorth

EviCore also maintains online resources not specific to health plans, such as guidelines and our required clinical information checklist.

To access these helpful resources, visit EviCore's **Provider's Hub**.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Ongoing Provider Portal Training

The EviCore Portal Team offers general portal training, twice a week, every week.

All online orientation sessions are free of charge and will last approximately one hour. Advance registration is required, so follow the instructions below to sign up:

How To Register:

1. Go to **http://EviCore.webex.com/**
2. Click on the “hamburger” menu on the far left hand side (below the EviCore logo), then choose **Webex Training**.
3. On the **Live Sessions** screen, click the **Upcoming** tab. In the search box above the tabs, type: **EviCore Portal Training.**
4. Choose the date and time for the session you would like to attend, and click the **Register** link beside it. (You will need to register separately for each session.)
5. Complete the required information and click the **Register** button.

Immediately after registering, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portal of the conference. **Please keep the registration e-mail so you will have the Web conference information for the session in which you will be participating.**

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resource Review Forum

The EviCore website contains multiple tools and resources to assist providers and their staff during the prior authorization process.

We invite you to attend a **Provider Resource Review Forum** to learn how to navigate **EviCore.com** and understand all the resources available on the Provider's Hub.

Learn how to access:

- EviCore's evidence-based clinical guidelines
- Clinical worksheets
- Existing prior authorization request status information
- Search for contact information
- Podcasts & insights
- Training resources

Register for a Provider Resource Review Forum:

Provider's Hub > Scroll down to EviCore Provider Orientation Session Registrations > Upcoming

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore's Provider Newsletter

Stay up to date with our free provider newsletter!

To subscribe:

- Visit **EviCore.com**.
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**.
- Enter a valid email address.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Appendix

EviCore
By EVERNORTH

3/14/2025

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Online Peer-to-Peer Scheduling Tool

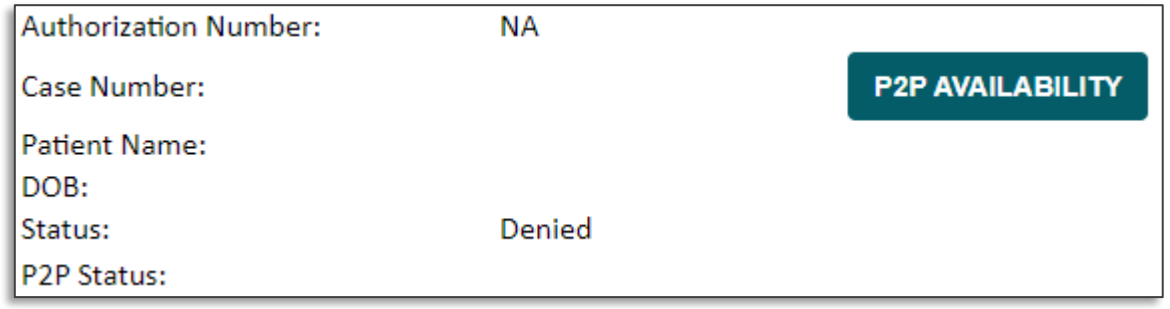
EviCore
By EVERNORTH

3/14/2025

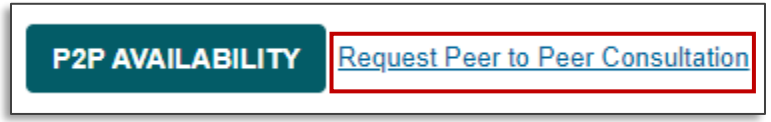
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Schedule a Peer-to-Peer (P2P) Request

- Log into your account at www.EviCore.com
- Perform Authorization Lookup to determine the status of your request.
- Click on the **P2P Availability** button to determine if your case is eligible for a Peer-to-Peer conversation:



- If your case is eligible for a Peer-to-Peer conversation, a link will display allowing you to proceed to scheduling without any additional messaging.

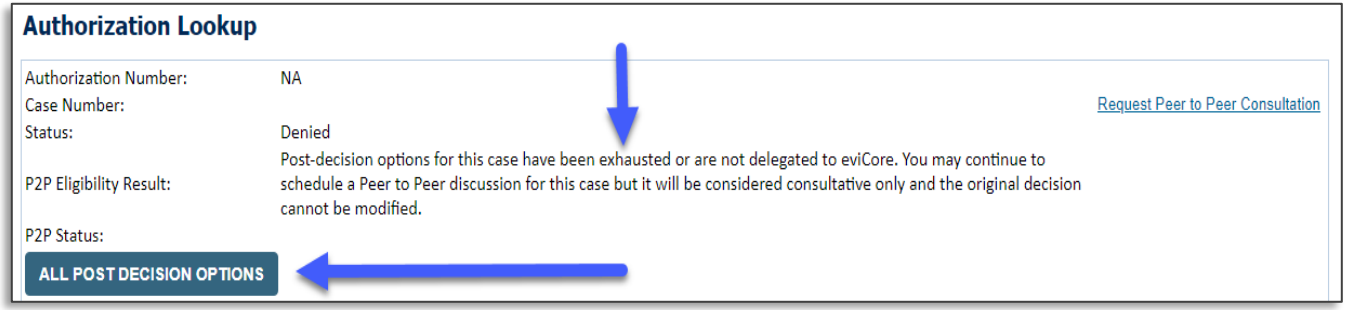


EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Schedule a Peer-to-Peer Request

- Pay attention to any messaging that displays. In some instances, a Peer-to-Peer conversation is allowed, but the case decision cannot be changed. When this happens, you can still request a Consultative Only Peer-to-Peer. You may also click on the **All Post Decision Options** button to learn what other action may be taken.

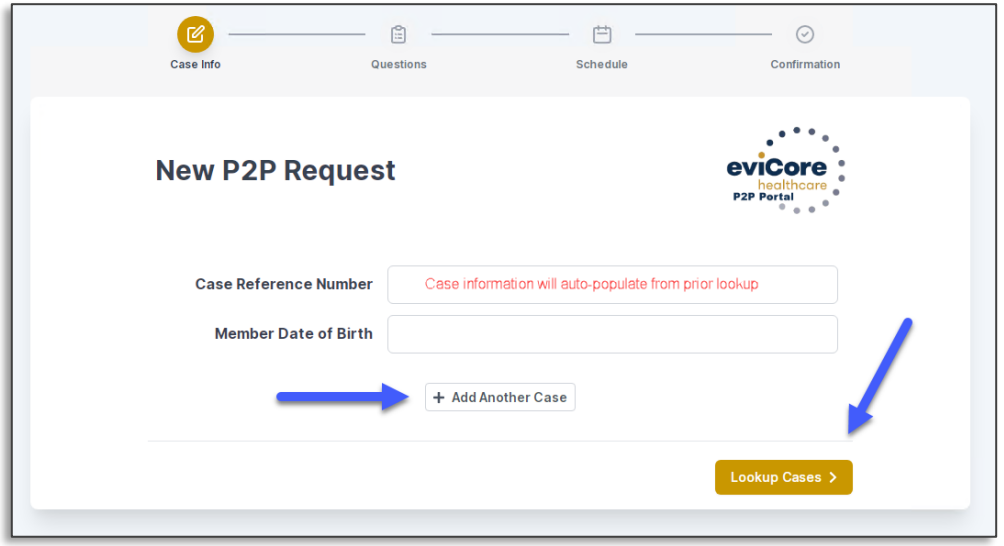


- Once the **Request Peer-to-Peer Consultation** link is selected, you will be transferred to our scheduling software via a new browser window.

EviCore
By EVERNORTH

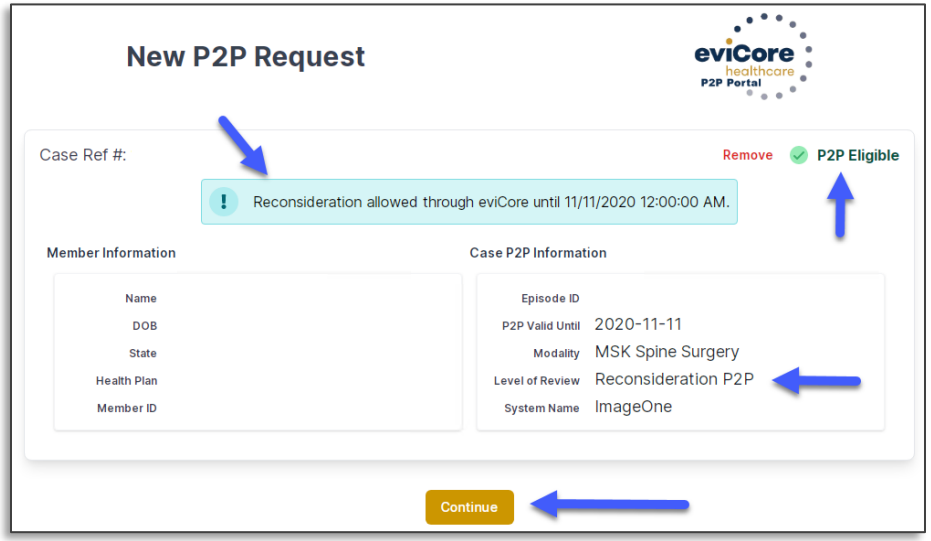
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Schedule a Peer-to-Peer Request



- Upon first login, you will be asked to confirm your default time zone.
- You will be presented with the case number and member date of birth (DOB) for the case you just looked up.
- You can add another case for the same Peer-to-Peer appointment request by selecting **Add Another Case**.
- To proceed, select **Lookup Cases**.

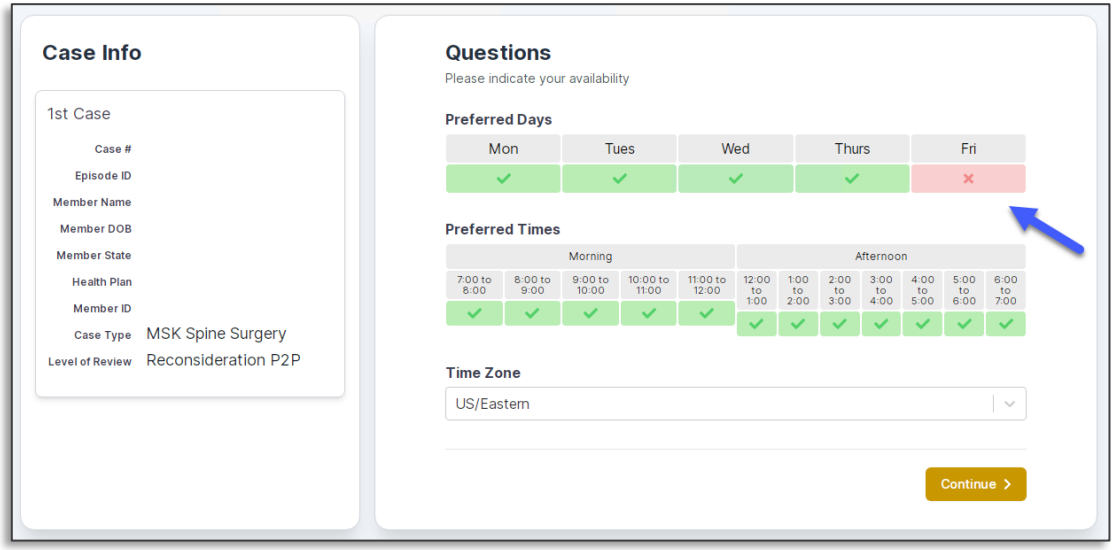
- You will receive a confirmation screen with member and case information, including the Level of Review for the case in question. Click **Continue** to proceed.



EviCore
By EVERNORTH

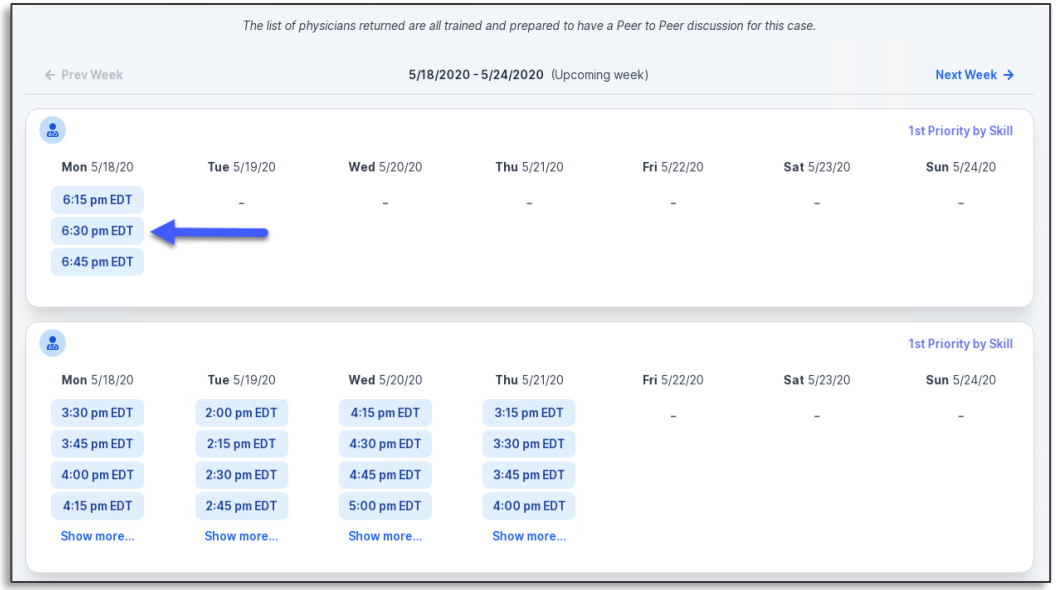
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Schedule a Peer-to-Peer Request



- You will be prompted to identify your preferred days and times for a Peer-to-Peer conversation. All opportunities will automatically present. Click on any green check mark to deselect the option and then click **Continue**.

- You will be prompted with a list of EviCore physicians/reviewers and appointment options per your availability. Select any of the listed appointment times to continue.



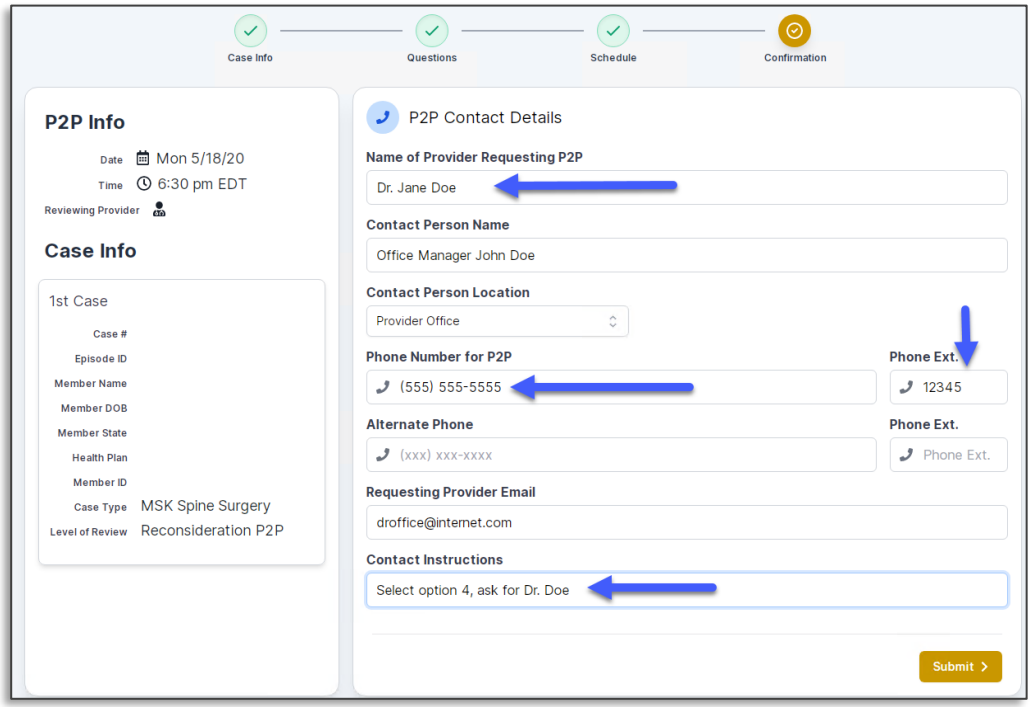
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

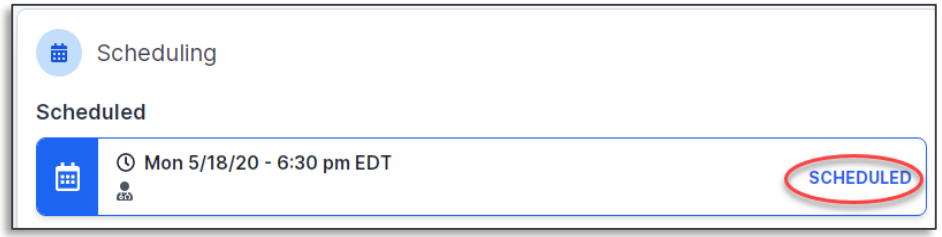
How to Schedule a Peer-to-Peer Request

Confirm Contact Details

- Contact person name and email address will auto-populate per your user credentials.



- Be sure to update the following fields so that we can reach the right person for the Peer-to-Peer appointment:
  - Name of Provider Requesting P2P
  - Phone Number for P2P
  - Contact Instructions
- Click submit to schedule appointment. You will be presented with a summary page containing the details of your scheduled appointment.



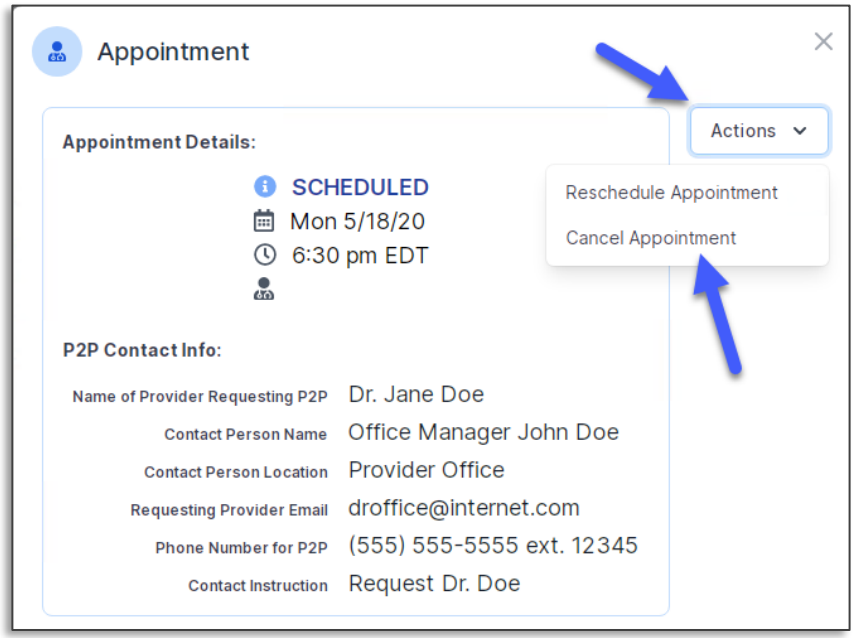
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Canceling or Rescheduling a Peer-to-Peer Appointment

To cancel or reschedule an appointment:

- Access the scheduling software per the instructions above.
- Go to **My P2P Requests** on the left pane navigation.
- Select the request you would like to modify from the list of available appointments.
- Once opened, click on the schedule link; an appointment window will open.
- Click on the **Actions** drop-down and choose the appropriate action.
  - If choosing to reschedule, you will have the opportunity to select a new date or time as you did initially.
  - If choosing to cancel, you will be prompted to enter a cancellation reason.
- Close browser once done.



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

+Provider Resources | Contacts and Helpful Links

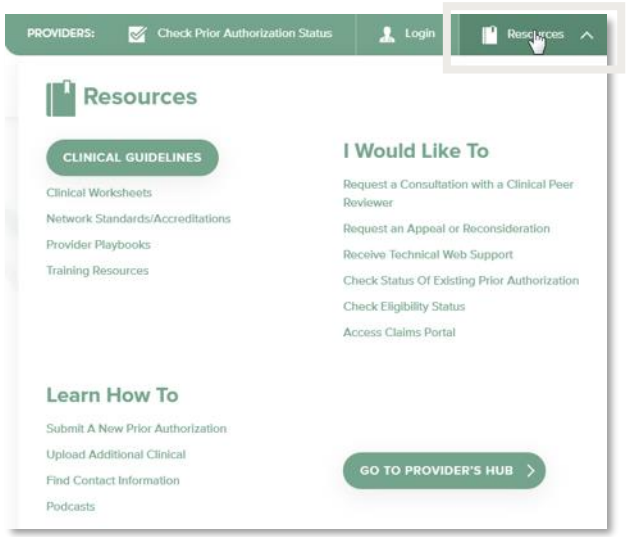
Web-Based Services	portal.support@EviCore.com	800-646-0418, option 2
Client Provider Operations	clientservices@EviCore.com	
Provider Engagement: Patricia Allen, Regional Provider Engagement Manager	pallen@EviCore.com	800-918-8924, ex. 24176
Worksheets	EviCore.com/provider/online-forms	
Clinical Guidelines	EviCore.com/provider/clinical-guidelines	
Request a Clinical Consultation	EviCore.com	

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

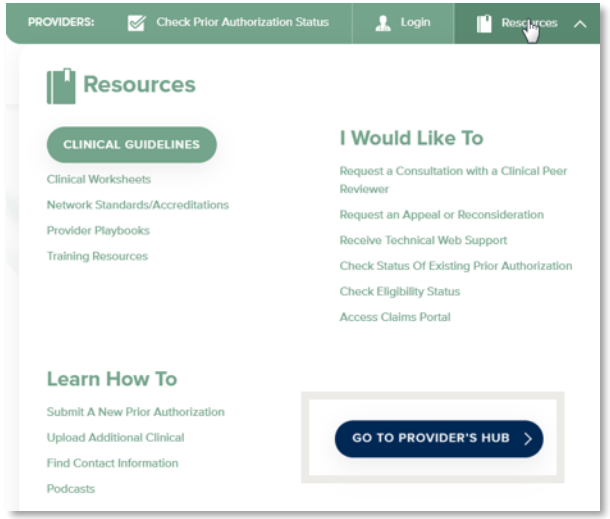
+Provider Resources | EviCore Provider's Hub

Providers and staff can access important tools and resources at EviCore.com



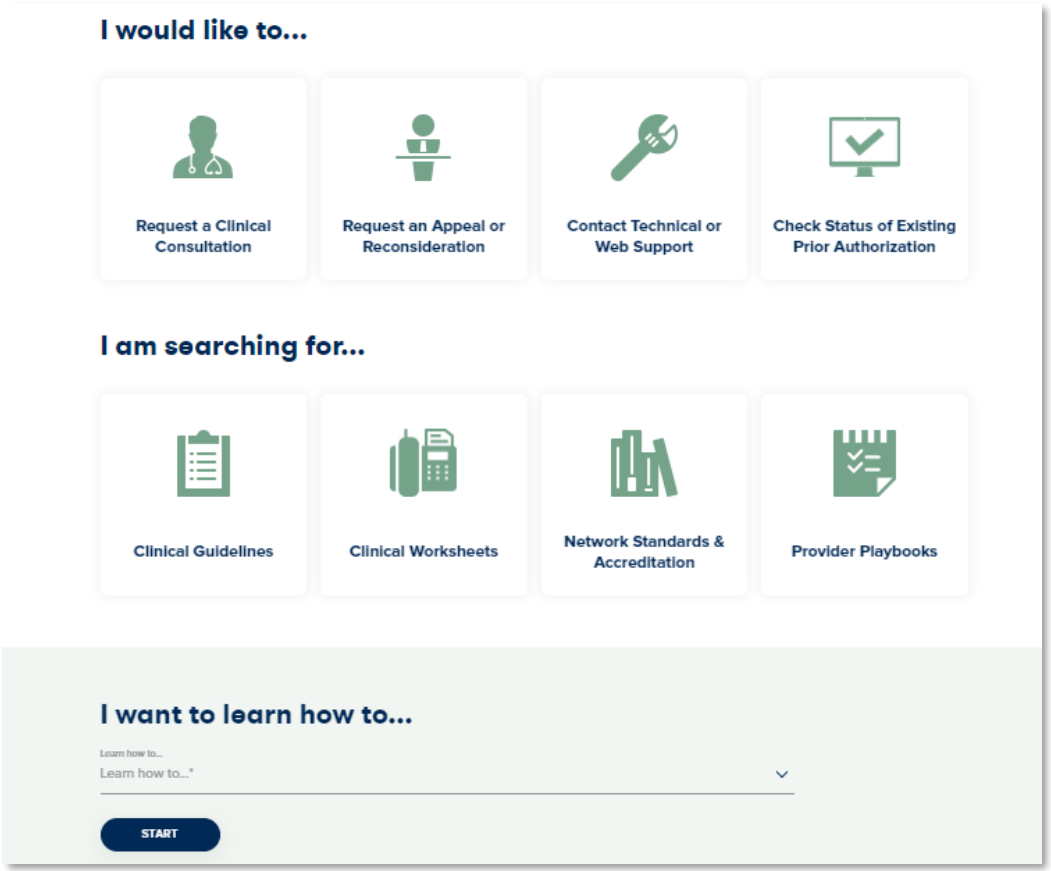
Step 1

Open the **Resources** menu in the top right of the browser



Step 2

Select **GO TO PROVIDERS HUB** to access clinical guidelines, schedule consultations (P2P), and more

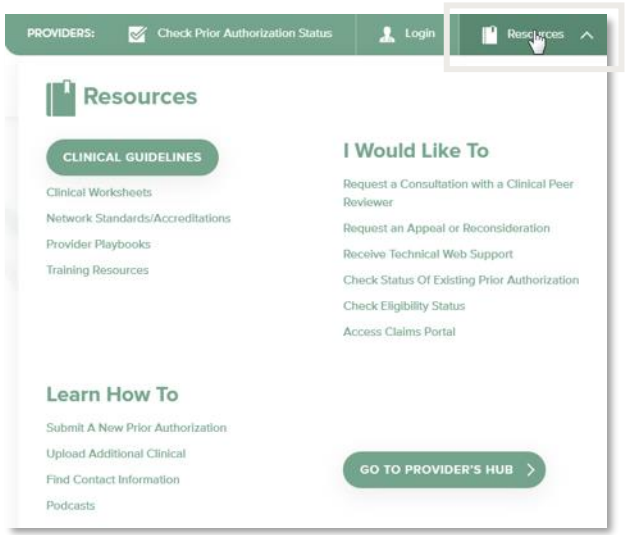


EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

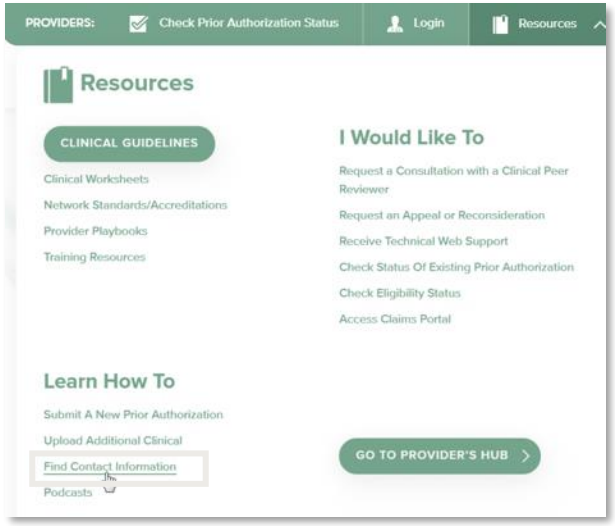
+Provider Resources | Quick Reference Tool

Where can I locate plan-specific contact information?



Step 1

Open the **Resources** menu in the top right of the browser



Step 2

Select **Find Contact Information**

Step 3

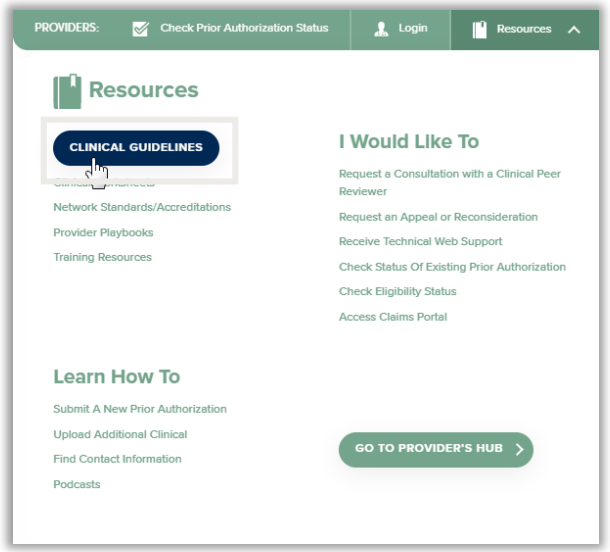
- Use **Select a Health Plan** and **Select a Solution** to populate the contact phone and fax numbers
- This will also advise which portal to use for case requests

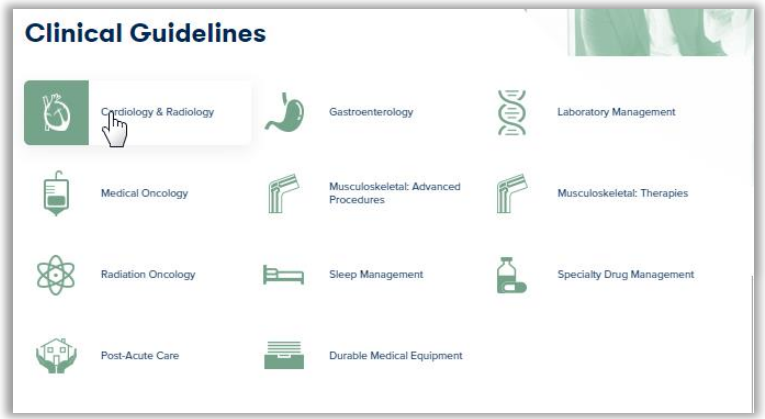
EviCore
By EVERNORTH

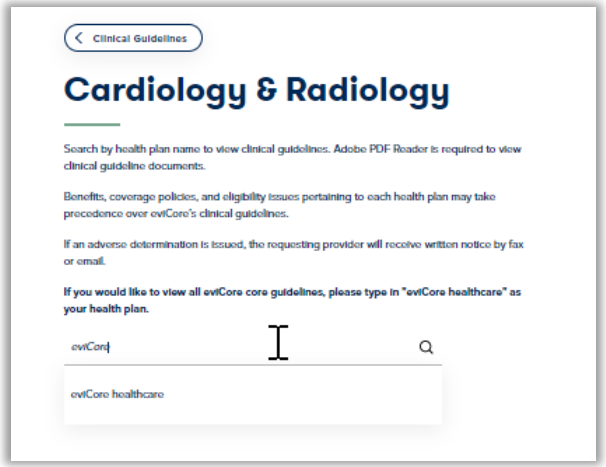
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

+Provider Resources | Clinical Guidelines

How do I access EviCore's clinical guidelines?







Step 1

- Open the **Resources** menu in the top right of the browser
- Select **Clinical Guidelines**

Step 2

Select the solution/program associated with the requested guidelines

Step 3

- Search by health plan name to view clinical guidelines
- If you would like to view all guidelines, type in "EviCore healthcare" as your health plan

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Thank You

EviCore
By EVERNORTH

3/14/2025

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.