EviCore
By EVERNORTH

Quick Reference Guide

cigna healthcare

Post-Acute Care (PAC)

Prior Authorization Services

EviCore by Evernorth will begin accepting prior authorization requests for Post-Acute Care (PAC) services on May 27th, 2022 for Cigna Healthcare members with Medicare Advantage coverage for dates of service of June 1st, 2022 and beyond. This program does not apply to Post-Acute Care services for Cigna commercial members.

Services Requiring Prior Authorization

1. Skilled nursing facility (SNF) admissions
2. Inpatient rehab facility (IRF) admissions
3. Long-term acute care (LTAC) admissions

Methods to Request Prior Authorization

All prior authorization requests should be submitted prior to the delivery of services in one of the following ways:

1. EviCore by Evernorth provider portal: (preferred method) www.evicore.com/ep360
2. Fax: 866.575.4429
3. Telephone: 800.298.4806

Checking Member Eligibility and Benefits

Providers should verify member eligibility and benefits on the secured provider log in section through Availity or by calling Cigna Medicare Advantage Provider Services at 800.230.6138.

Retrospective Requests

Retrospective reviews are not allowed, with the exception of special circumstances. Please contact Cigna directly for consideration.

Prior Authorization Updates

If updates are needed on an existing prior authorization, providers can contact EviCore by Evernorth by phone at 800.298.4806

Prior Authorization Approval

Standard requests are processed within 48 hours after receipt of all necessary clinical information. Precertification letters will be faxed to the ordering physician and servicing provider. Customers will receive a precertification letter by mail.

Precertification status can be viewed via the EviCore provider portal at www.evicore.com/ep360. Letters can also be viewed and printed on demand.

Required Information: Initial Precertification and Concurrent Review

The information requirements are outlined on our Initial Precertification Request Form and Concurrent Review Recertification Form. Both forms can be found on our provider resource page under 'Solution Resources': Cigna Medicare Advantage Provider Resource | EviCore by Evernorth

Urgent Precertification Requests

EviCore uses the NCQA/URAC definition of urgent: when a delay in decision-making may seriously jeopardize the life or health of the customer. Urgent requests can be initiated by phone (recommended) or fax and will be reviewed within 72 hours.

EMR System Access for Streamlined Authorizations

If you wish to provide EMR access to the EviCore by Evernorth clinical team to facilitate the transfer of medical records for clinical review, please reach out to the PAC Provider Engagement Manager in your region, PAC Provider Relations.

Additional Clinical Needed

When a request has been reviewed and additional clinical information is needed for approval, the provider should submit the additional clinical information or request a clinical consultation (peer-to-peer) within the specified timeframe in the letter. EviCore by Evernorth will review the additional information and issue a determination.

Adverse Determination

When a request does not meet medical necessity requirements based on evidence-based guidelines, an adverse determination is made and the request is denied. In those cases, a denial letter with the rationale for the decision and appeal rights will be issued to the provider and customer.

Appeals

EviCore by Evernorth is not delegated for appeals. Please reference your denial letter you receive from EviCore by Evernorth for next steps on where to submit your appeal.

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Convenient Web Portal

The EviCore by Evernorth online portal www.evicore.com/ep360 is the quickest and most efficient way to request precertification and check authorization status

Portal Assistance:

✉ portal.support@evicore.com

📞 800.646.0418 (Option 2)

Call Center: 800.298.4806

Hours of Operation:
Monday-Friday: 8 a.m. to 8 p.m. CST
Saturday 8 a.m. to 4 p.m. CST
Sunday and Holidays 8 a.m. to 1 p.m. CST
24-hour on call coverage

Fax: 800.575.4429

Provider Resource Page

The EviCore by Evernorth Provider Resource page contains web registration/submission information, frequently asked question documents, pre-certification/re-certification request forms, and other important resources that are kept up-to-date for your convenience.

Cigna Medicare Advantage Provider Resource | EviCore by Evernorth