

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- CHIP (Pennsylvania only)
- Commercial
- Medicare

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

Authorization Timeframes (from date of approval unless otherwise noted)

- **Cardiology and Radiology Advanced Imaging** - 180 calendar days
- **Lab Management** - 180 calendar days (minimum)
- **Musculoskeletal Pain Management, Joint and Spine Surgery**
 - **Inpatient** - Authorizations are valid from the date of service, plus goal length of stay of two (2) days.
 - **Outpatient** - 180 calendar days
- **Radiation Oncology** - 180 calendar days (minimum)

Post-Decision Options - Refer to determination letter for specific instructions.

CHIP and Commercial Members

- **Reconsiderations** - Requests must be submitted to EviCore within 180 calendar days of the determination date.
- **Appeals** - EviCore will process first-level appeals for CHIP members. Requests must be submitted to EviCore within 180 calendar days of the determination date.



Medicare Members

- Medicare cases **do not** include a reconsideration option.
- EviCore **will not** process first-level appeals for Medicare members.
- Clinical Consultation (Peer-to-Peer or P2P)
 - Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial.
 - Once a denial has been issued, the decision cannot be overturned via Clinical Consultation.

Retrospective Authorization Requests (Retros)

- Must be submitted within **730 calendar days** of the date of service.
- When authorized, the start date will be the submitted date of service.

Authorization Updates (facility change, date extension, etc.): 888.564.5492

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