

Quick Reference Guide

EviCore Provider Resources

<https://www.EviCore.com/resources/healthplan/aetna-better-health/virginia>

Case Initiation

- **Online Portal (preferred):** EviCore Portal: www.EviCore.com
- **Phone:** 866.668.8295
- **Fax:** 800.540.2406

Clinical Guidelines

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

Clinical Worksheets

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

Client and Provider Services

- **Email:** ClientServices@EviCore.com
- **Phone:** 800.646.0418 (option 4)

Authorization Timeframes

- **Musculoskeletal Pain Management** – 60 calendar days
- **Radiology and Cardiology Advanced Imaging** – 60 calendar days

Post-Decision Options

Medicaid Members

- Reconsiderations
 - Reconsiderations via a Clinical Consultation with an EviCore physician can be requested within 15 business days of the initial determination date.
 - Please refer to the determination letter for instructions.
- Appeals
 - EviCore will not process first-level appeals for Medicaid members.
 - Please refer to the determination letter for appeal options.

Retrospective Authorization Requests (Retros)

- Must be submitted within 3 business 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.): 866.668.8295

EviCore Web Support

- **Email:** Portal.Support@EviCore.com
- **Phone:** 800.646.0418 (option 2)
- **Live chat** at www.EviCore.com

Clinical Consultations (Peer-to-Peer, schedule in advance)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 800.646.0418, option 2

Check Case Status

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

Additional Clinical

- **Web:** Log in to the EviCore Portal at www.EviCore.com, select “Authorization Lookup,” then upload additional clinical.
- **Aetna Better Health Dedicated Fax:** 800.540.2406