



Quick Reference Guide

EviCore Provider Resources

Link: <https://www.evicore.com/resources/healthplan/carefirst>

CareFirst Member Eligibility/Prior Authorization Verification

- Link:**
- CareFirst Commercial Fully Insured members require prior authorization for the identified procedures. To verify prior authorization requirements, log into the [CareFirst Provider Portal \(CareFirst Direct\)](#), and navigate to the 'Prior Auth/Notifications' tab to access the '**Prior Authorization Lookup (PAL) Tool**'.
 - If you need assistance utilizing the tool, access this [step-by-step guide](#)

Case Initiation

- Portal:**
- To access CareFirst's Provider Portal:**
- From CareFirst's Provider Website, <http://provider.carefirst.com>, log into the CareFirst Provider Portal (CareFirst Direct).
 - Select the *Prior Auth/Notification* tab.
 - Select *Start* within the *Cardiovascular, Radiology, Musculoskeletal, and Gastroenterology through EviCore (Commercial Fully Insured Members Only)* box to be transferred to EviCore's Prior Authorization Portal (CareCore National Portal).
 - From the EviCore's Prior Authorization Portal landing page, you will see "**Request an Auth**" in the middle of the screen, please select that option to begin your case request.

EviCore Phone: 844-303-8450

EviCore Fax: 800-540-2406

Clinical Guidelines

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

Clinical Worksheets

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

Client and Provider Services Team

Email: clientservices@evicore.com
Phone: 800-646-0418, option 4

Clinical Consultations (scheduled in advance)



Link:	<p>To schedule a Clinical Consultation through EviCore please follow the below steps:</p> <ul style="list-style-type: none"> • Please visit CareFirst's Provider Website, http://provider.carefirst.com, log into the CareFirst Provider Portal (CareFirst Direct). • Select the <i>Prior Auth/Notification</i> tab. • Select <i>Start</i> within the <i>Cardiovascular, Radiology, Musculoskeletal, and Gastroenterology through EviCore (Commercial Fully Insured Members Only)</i> box to be transferred to EviCore's Prior Authorization Portal (CareCore National Portal). • Select "<i>Clinical Review Lookup</i>" to determine if your case is eligible for a Peer-to-Peer consultation, a link will display, allowing you to proceed scheduling without any additional messaging. • Once the Request Peer-to-Peer Consultation link is selected, you will be transferred to our scheduling software via a new browser window.
Phone:	844-303-8450

EviCore Web Support

Email:	portal.support@evicore.com
Phone:	800-646-0418, Option 2

Additional Clinical

Link:	<p>If additional information is required, you will need to follow the following steps to upload more clinical for review:</p> <ul style="list-style-type: none"> • Please visit CareFirst's Provider Website, http://provider.carefirst.com, log into the CareFirst Provider Portal (CareFirst Direct). • Select the <i>Prior Auth/Notification</i> tab. • Select <i>Start</i> within the <i>Cardiovascular, Radiology, Musculoskeletal, and Gastroenterology through EviCore (Commercial Fully Insured Members Only)</i> box to be transferred to EviCore's Prior Authorization Portal (CareCore National Portal). • Select "<i>Authorization LookUp</i>" tab located at the top of the screen to upload relevant clinical information.
Fax:	800-540-2406