



EviCore Provider Resources:

Provider Resources | [EviCore by Evernorth](#)

Clinical Guidelines:

Clinical Guidelines | [EviCore by Evernorth](#)

Clinical Worksheets:

Clinical Worksheets & Online Forms | [EviCore by Evernorth](#)

Case Initiation

Online Portal (preferred): [Provider's Hub | EviCore by Evernorth](#)

Intake / Phone: [888.444.6185](#)

Fax numbers:
Pain / Spine Surgery/ Joint Surgery: 800.540.2406
Radiology / Cardiology: 888.693.3210

Authorization Timeframes

- + **Radiology / Cardiology** - Authorizations are valid for **90 calendar days**
- + **Pain / Spine Surgery/ Joint Surgery** - Authorizations are valid for **60 calendar days**

Post-Decision Options (Refer to determination letter)

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

Clinical Consultations (Peer-to-Peer)

- + **Web (www.EviCore.com):** Log in, then select "Authorization Lookup" to view availability and self-schedule a peer-to-peer (P2P) clinical consultation.
- + **Phone:** [888.444.6185](#) to request a P2P clinical consultation

Retrospective Authorization Requests (Retros)

- + **Radiology / Cardiology** - Within 3 Business Days from Date of Service
- + **Pain / Spine Surgery/ Joint Surgery** – Post service authorizations are not allowed

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

Intake / Phone: [888.444.6185](#)



Check Case Status

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

Submitting Additional Clinical Information

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

Live chat at www.EviCore.com

EviCore Web Support

Email: Portal.Support@EviCore.com

Phone: 800-646-0418, option 2

Live chat at www.EviCore.com