MyAdvocate
Quick Reference Guide
(QRG)

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 <u>do not</u> include a reconsideration option.
+ EviCore <u>will not</u> 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-<u>schedule</u> a peer-to-peer (P2P) clinical consultation.
+ **Phone:** 888.444.6185 to <u>request</u> 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

EviCore
By EVERNORTH

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.

For assistance with membership, claims, provider network issues, etc., submit the issue to our dedicated teams via EviCore Communication Relationship Management (ECRM):
+ **Access**: ECRM Services
+ **ECRM educational resources:** ECRM Resources | EviCore by Evernorth
+ **Trouble using ECRM? Send an email to:** ECRMSupport@EviCore.com

EviCore Web Support
Email: Portal.Support@EviCore.com
Phone: 800-646-0418, option 2
Live chat at www.EviCore.com