



Medical Oncology Outpatient Clinical Drug Trial Program

Provider FAQ

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Who is EviCore by Evernorth?

EviCore by Evernorth (EviCore) is an independent specialty medical benefits management company that provides utilization management services for the 1199SEIU Benefit Funds..

What is EviCore by Evernorth’s Medical Oncology outpatient clinical drug trials program?

On January 1, 2023, EviCore) began accepting prior authorization requests for pediatric and adult patients enrolling in medical oncology outpatient clinical trials. With this change, you will be required to request precertification from EviCore for outpatient pediatric and adult medical oncology clinical trials.

Which members are included in EviCore management of medical oncology outpatient clinical drug trials prior authorization?

EviCore by Evernorth is managing medical oncology outpatient clinical drug trial prior authorizations for all 1199SEIU Benefit Funds members, including both pediatric and adult patients.

How do I request prior authorization through EviCore by Evernorth?

Providers and/or staff can request prior authorization in one of the following ways:

Web Portal

The EviCore portal is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request authorization by visiting www.EviCore.com

Call Center

EviCore’s call center is open from 7 a.m. to 7 p.m. local time. Providers and/or staff can [request prior authorization and make revisions to existing cases](#) by calling 888-910-1199.

What are the benefits of using EviCore’s Web Portal?

Our web portal provides 24/7 access to submit or check the status of your request. The portal also offers additional benefits for your convenience:

- **Speed** – Requests submitted online require half the time (or less) than those taken telephonically. They can often be processed immediately.
- **Efficiency** – Medical documentation can be attached to the case upon initial submission, reducing follow-up calls and consultation.
- **Real-Time Access** – Web users can see real-time status of a request.
- **Member History** – Web users can see both existing and previous requests for a member.
- Check the status of existing authorizations.



After I submit my request, when and how will I receive the determination?

After all clinical information is received, a decision is made within two to three business days for standard (non-urgent) requests. For urgent requests, a decision is made within 72 hours. You will be notified via fax.

How do I tell EviCore that my medical oncology prior authorization request is associated with a patient enrolled in a medical oncology treatment clinical trial?

During the medical oncology prior authorization request, you will have the opportunity to tell EviCore that your patient is receiving their medical oncology treatment as part of a medical oncology clinical trial. Even if only an investigational drug not commercially available is involved in the trial, the health plan needs to be aware the patient is on a clinical trial, as other billing and authorizations could be affected.

For web-submitted cases, select the clinical trial checkbox shown in the following screen capture:



The screenshot shows the EviCore healthcare portal interface. At the top, there is a navigation bar with the following tabs: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted in yellow), Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, and Help / Contact Us. Below the navigation bar, the date and time are displayed as 'Thursday, February 13, 2020 1:21 PM'. The main content area is titled 'Proceed to Clinical Information'. Below this title, there is a prompt: 'Please select all of the following that apply:'. There are six checkboxes with corresponding text:

- The patient is participating in a clinical trial that includes cancer treatment drugs
- The requested drug is being used to treat a condition other than cancer
- The treatment will be administered inpatient
- CAR-T Therapy
- This request is for a Stem Cell Transplant conditioning regimen
- None of the above

 At the bottom of the form, there is a blue 'SUBMIT' button.

For phone-submitted cases, the EviCore intake associate will ask if your patient is receiving their treatment as part of a medical oncology clinical trial.

How do I identify the clinical trial that my patient is enrolled in during the prior authorization process?

EviCore will ask for the clinical trial ID, which will be used to search our database. If the trial is found, we will show the clinical trial name associated with the ID. We will ask you to confirm that this is the correct trial for your patient. If the trial is not found, we will still allow you to proceed by asking you to specify the clinical trial without the search tool.

What if my patient is not expected to receive at least one standard-of-care oncology drug that is subject to prior authorization or at least one investigational drug?

The EviCore Medical Oncology Outpatient Clinical Trial Program issues authorizations for the standard-of-care drugs included in a clinical trial. If there are no standard-of-care drugs, then an approval would be communicated for the investigational drug(s). You may be required to obtain prior authorization for other healthcare services related to the clinical trial. Please call the 1199SEIU Benefit Funds at the phone number on the back of the patient's insurance card for further assistance.



How should I request prior authorization for radiology services that are part of a clinical trial?

Please submit separate authorization request(s) for radiologic imaging and other healthcare services. During the radiology prior authorization request process, EviCore will ask if this service is associated with a medical oncology clinical trial. Select Yes, and your case will be routed for review.

Do medical oncology services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?

No. Medical oncology services ordered through an emergency room treatment visit, while in an observation unit, or during an inpatient stay do not require prior authorization.

What is the most effective way to receive authorization for urgent requests?

Clinical trial authorizations are generally not considered urgent. Urgent requests are defined as a condition that is a risk to the patient's health or ability to regain maximum function and/or a situation in which the patient is experiencing severe pain that requires a medically urgent procedure. Urgent requests may be initiated on our web portal at www.EviCore.com or by calling (888) 910-1999. Urgent requests will be processed within 24 hours from the receipt of complete clinical information.

Note: Please select "urgent" for those cases that are truly urgent. If a request is selected as urgent but does not meet guidelines to be considered urgent, the case may be reassigned as a routine/standard request.

Will EviCore provide information on available clinical drug trials?

EviCore searches the Clinicaltrial.gov oncology clinical trial database during the prior authorization process to help identify potential clinical trial matches for patients not already participating in a clinical trial.

How do I submit questions or concerns regarding this program?

For program-related questions or concerns, please Access: [ECRM Services](#)

Whom do I contact for online support/questions?

For web portal inquiries and online support, please email Portal.Support@EviCore.com or call 800-646-0418 (option 2).

Where can I find additional educational materials?

For more information, please visit our [1199SEIU Funds Implementation Resources page](#) .