

## Aetna Better Health of Michigan Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Medicaid
- Medicare

### EviCore Provider Resources

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

### Clinical Guidelines

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

### Clinical Worksheets

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

### Required Information for Prior Authorization

[Prior Authorization Checklist](#)

### Case Initiation

- **Provider Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 866.668.8295
- **Fax:** 800.540.2406

### Authorization Timeframes (all programs)

- **Medicaid** - 60 calendar days from date of approval
- **Medicare** - 180 calendar days from date of approval

### Post-Decision Options - Refer to determination letter for specific instructions.

#### Medicaid Members

- Reconsiderations - Requests must be submitted to EviCore within **five (5) business days** of the determination date.
- Appeals - EviCore will not process first-level appeals for Aetna Better Health of Michigan members. Please refer to the denial letter for instructions.

#### Medicare Members

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

**Retrospective Authorization Requests (Retros)**

- Must be submitted within **90 calendar 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

**Clinical Consultations (Peer-to-Peer)**

- **Provider Portal (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866.668.8295

**Check Case Status**

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

**Additional Clinical**

**Provider Portal at www.EviCore.com:** Log in, select “Authorization Lookup,” then upload additional clinical.

**Client and Provider Services Team**

- **ECRM (EviCore Communication Relationship Management)**
  - Register or log in at <https://ecrm.evernorth.com/ecrm>
  - ECRM resources available at <https://www.EviCore.com/ecrm-resources>
- **Phone:** 800.646.0418, option 4

**EviCore Web Support**

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