

Aetna Better Health of West Virginia Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- CHIP
- Medicaid

EviCore Provider Resources

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

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: <https://www.EviCore.com/>

Authorization Timeframes (all programs)

- **CHIP & Medicaid Members** - 60 calendar days from date of approval

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

CHIP & 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 West Virginia members. Please refer to the denial letter for instructions.

Retrospective Authorization Requests (Retros)

- Must be submitted within **one (1) calendar month** 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