

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Medicaid

EviCore Provider Resources:

Alliance Health | EviCore by Evernorth

Clinical Guidelines:

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

Clinical Worksheets:

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

Case Initiation

Online Portal (preferred): <https://www.EviCore.com/>

Phone: 888-444-6182

Authorization Timeframes

- **Lab Program-** Authorizations are valid for **90 calendar days**
- **Musculoskeletal: Pain Joint & Spine-** Authorizations are valid for **60 calendar days**
- **Radiology/Cardiology-** Authorizations are valid for **45 calendar days**
- **Radiation Therapy-** Authorizations are valid for **45-365 calendar days** (varies by treatment plan).

Post-Decision Options (Refer to determination letter)

Medicaid Members

- Reconsiderations –must be requested within 7 business days after the determination date.
- Appeals – EviCore will not process first-level appeals.

Retrospective Authorization Requests (Retros)

- Must be submitted within **90 calendar days** of the date of change and meet a valid retro exception reason.

Authorization Updates (facility change, date extension, etc.): 888-444-6182

Clinical Consultations (Peer-to-Peer)

Web (www.EviCore.com): Log in, then select “Authorization Lookup” to view availability.

Phone: 888-444-6182

Check Case Status

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

Additional Clinical

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

Client and Provider Services Team

EviCore

By EVERNORTH

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