

## Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Commercial

#### EviCore Provider Resources:

<https://www.EviCore.com/resources/healthplan/AmeriHealth-Administrators>

#### 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:** 866.686.2649
- **Fax:** 844.545.9213

#### Authorization Timeframes (from date of approval unless otherwise noted)

- **Lab Management** – Authorizations are valid for 90 calendar days from the date of approval.
- **Radiation Therapy** - Authorizations are valid for 45-240 calendar days from the date of approval. Please refer to the determination letter for specific dates.

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

##### Commercial Members

- **Reconsiderations** - Although EviCore does not offer a reconsideration option for AmeriHealth Administrators Commercial members, providers can request a Clinical Consultation with an EviCore medical director to better understand the reason for denial.
- **Appeals** - EviCore will not process first-level appeals for Commercial members. Please refer to the determination letter for specific instructions.

#### Retrospective Authorization Requests (Retros)

- Retro requests must be submitted within 30 calendar days from the date of services.
- When authorized, the start date will be the submitted date of service.

**Authorization Updates (facility change, date extension, etc.):** 866.686.2649

#### Clinical Consultations (Peer-to-Peer)

**Provider Portal ([www.EviCore.com](http://www.EviCore.com)):** Log in, then select “Authorization Lookup” to view availability.

### **Check Case Status**

**Provider Portal ([www.EviCore.com](http://www.EviCore.com)):** Log in, then select “Authorization Lookup.”

### **Additional Clinical**

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