

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicare

EviCore Provider Resources:

<https://www.EviCore.com/resources/healthplan/blue-care-network>

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:** 855-774-1317
- **Fax**
 - Conservative Therapies (PT-OT-ST): 855-774-1319
 - Radiation Therapy: 800-540-2406

Authorization Timeframes

- **PT-OT-ST** – Authorization timeframe is based on member benefit. Please refer to the approval letter or view the authorization details by logging in to the portal at EviCore.com.
- **Radiation Therapy** – Authorization timeframe is contingent on the treatment plan requested and approved. Please refer to the approval letter or view the authorization details by logging in to the portal at EviCore.com.

Post-Decision Options (Refer to determination letter)

Commercial Members

- **Reconsiderations** – Requests must be submitted to EviCore within **45 calendar days** of the determination date.
- **Appeals** – Requests must be submitted to EviCore within **180 calendar days** from the date of notice of denial.

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 **365 calendar days** of the date of service.
- Retro review decisions are made within **three (3) business days** of receipt of all necessary clinical information.
- When authorized, the start date will be the submitted date of service.

Authorization Updates (facility change, date extension, etc.): 855-774-1317

Clinical Consultations (Peer-to-Peer)

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

Phone: 855-774-1317

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

- **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