

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

## Additional Clinical

**EviCore Portal at [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)