



## Durable Medical Equipment (DME) Quick Reference Guide (QRG)

**EviCore**  
By EVERNORTH

### Provider Resources:

Cigna Provider Resources | EviCore by Evernorth

### Clinical Guidelines:

EviCore Cigna Commercial Membership | EviCore by Evernorth

### Case Initiation

**Online Portal (preferred):** Provider's Hub | EviCore by Evernorth

**Intake / Phone:** [800.298.4806](tel:800.298.4806)

**Fax:** [866-663-9250](tel:866-663-9250)

### Authorization Timeframes

- + **DME:** Purchase authorizations are typically valid for 180 days. Daily rentals and monthly rentals are valid for the number of units (days or months) approved.

### Post-Decision Options (Refer to determination letter)

- + There is no set timeframe for reconsiderations. As long as an appeal has not been filed, a reconsideration can be requested.
- + EviCore will process first-level appeals.
- + Providers can request a Clinical Consultation (Peer-to-Peer or P2P) with an EviCore physician

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

- + **Web ([www.EviCore.com](http://www.EviCore.com)):** Log in, then select "Authorization Lookup" to view availability and self-schedule a peer-to-peer (P2P) clinical consultation.
- + **Phone:** [800.298.4806](tel:800.298.4806) to request a P2P clinical consultation

### Retrospective Authorization Requests (Retros)

- + Allowed for outpatient requests only and only if submitted within 15 business days from the date of the denial. This may vary depending on membership plan requirements.

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

**Intake / Phone:** [800.298.4806](tel:800.298.4806)

### Check Case Status

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

### Submitting Additional Clinical Information

**EviCore Portal at [www.EviCore.com](http://www.EviCore.com):** Log in, select "Authorization Lookup," then upload additional clinical.



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**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](mailto:ECRMSupport@EviCore.com)

### **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)