



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

Fax: 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):** Log in, then select "Authorization Lookup" to view availability and self-schedule a peer-to-peer (P2P) clinical consultation.
- + **Phone:** 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

Check Case Status

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

Submitting Additional Clinical Information

EviCore Portal at 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

EviCore Web Support

Email: Portal.Support@EviCore.com

Phone: 800-646-0418, option 2

Live chat at www.EviCore.com