

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- CHIP (Pennsylvania only)
- Commercial
- Medicare

EviCore Provider Resources

<https://www.EviCore.com/resources/healthplan/highmark>

Highmark Provider Resource Center

<https://providers.highmark.com/> (go to Policies & Programs)

Clinical Guidelines

<https://www.EviCore.com/provider/clinical-guidelines>

Clinical Worksheets

<https://www.EviCore.com/provider/online-forms>

Case Initiation

- **Online Portal (preferred)**
 - Availity (primary): <https://www.Availity.com/>
 - EviCore Portal (secondary): <https://www.EviCore.com/>
- **Phone:** 888.564.5492
- **Fax:** 800.540.2406

Authorization Timeframes (from date of approval unless otherwise noted)

- **Lab Management** - 180 calendar days (minimum)
- **Musculoskeletal Pain Management, Joint and Spine Surgery**
 - **Inpatient** - Authorizations are valid from the date of service, plus goal length of stay of two (2) days.
 - **Outpatient** - 180 calendar days
- **Radiation Oncology** - 180 calendar days (minimum)

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

CHIP and Commercial Members

- Reconsiderations - Requests must be submitted to EviCore within 180 calendar days of the determination date.
- Appeals - EviCore will process first-level appeals for CHIP members. The timeframe by which appeal requests must be submitted to EviCore varies by line of business. Please refer to the denial letter for instructions.

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 **730 calendar days** of the date of service.
- When authorized, the start date will be the submitted date of service.

Authorization Updates (facility change, date extension, etc.): 888.564.5492

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 888.564.5492

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