

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial

EviCore Provider Resources:

<https://www.evicore.com/resources/healthplan/independence-administrators>

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:** 866-686-2649
 - **Fax:** 844-545-9213

Authorization Timeframes

- **Lab Management** - 90 calendar days
- **Radiation Oncology** - 45-240 calendar days

Post-Decision Options (Refer to determination letter)

- Reconsiderations: EviCore does not offer a reconsideration option for Independence Administrators members.
- Appeals: EviCore will not process first-level appeals for Independence Administrators members.

Retrospective Authorization Requests (Retros)

- Must be submitted within **30 calendar days** from the date of service.
- Retro requests are processed within **30 calendar days** of the request.
- When authorized, the start date will be the submitted date of service.

Authorization Updates (facility change, date extension, etc.): 866-686-2649

Clinical Consultations (Peer-to-Peer)

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

Phone: 866-686-2649

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