



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 is preferred)

CareCore National Provider's Hub | EviCore by Evernorth

Intake / Phone: 866-668-9250

Fax numbers for sharing records, etc.:
Other Services: 866-706-2381
Cardiology, MSK (Spine), & Gastro: 800-540-2406
DME: 866-663-7740
Sleep: 866-999-3510

MedSolutions: Provider's Hub | EviCore by Evernorth

Intake / Phone: 888-693-3997

Fax numbers for sharing records, etc.:
Imaging and MSK (Joint & Pain Management): 800-540-2406

Authorization Timeframes (may be variable depending on state requirements)

- + **Other Services:** Outpatient authorizations are valid for **180 calendar days**
- + **Cardiology:** Authorizations are valid for **45-180 calendar days**
- + **Radiology (Imaging):** Authorizations are valid for **45 calendar days**
- + **Sleep, MSK (outpatient Spine Surgery) & Gastro:** Authorizations are valid for **180 calendar days**
- + **DME:** Authorizations vary rental vs purchase. Purchase = 180 calendar days; Rentals = months approved

Post-Decision Options (Refer to determination letter)

- + Reconsideration option is available, but only prior to an appeal being filed.
- + 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:** 888.444.6185 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.
- + May vary depending on membership plan requirements.

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

Intake / Phone: [866-668-9250](tel:866-668-9250) or (Imaging, Joint & Pain) [888-693-3997](tel:888-693-3997)

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.

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