

SummaCare Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicare

EviCore Provider Resources

https://www.EviCore.com/resources/healthplan/summacare_apex

Clinical Guidelines

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

Clinical Worksheets

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

Required Information for Prior Authorization

[Prior Authorization Checklist](#)

Case Initiation

- **Provider Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 888.996.8710
- **Fax:**
 - 800.540.2406 - CID and Vascular Intervention, Medical Oncology, Radiology and Cardiology Advanced Imaging
 - 844.545.9213 – Lab Management
 - 866.699.8160 – Radiation Therapy

Authorization Timeframes (from date of approval unless otherwise noted)

- **CID and Vascular Intervention:** 90 calendar days
- **Lab Management:** 90 calendar days
- **Medical Oncology:** 240-425 calendar days (see determination letter)
- **Musculoskeletal Pain Management, Joint and Spine Procedures:** 90 Calendar days
- **Radiation Therapy:** 14-180 calendar days (see determination letter)
- **Radiology Advanced Imaging:** 60 Calendar days

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

Commercial Members

- **Reconsiderations** - There are no reconsideration options (including Peer-to-Peer) for SummaCare members. Please refer to the denial letter for instructions.
- **Appeals** - EviCore will process first-level appeals for Commercial members. Appeals must be submitted within 180 calendar days of the determination date. 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)

- EviCore will not process retro reviews for SummaCare members.
- Please refer to the health plan for instructions.

Authorization Updates (facility change, date extension, etc.): 888.996.8710

Clinical Consultations (Peer-to-Peer)

- **Provider Portal (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 888.996.8710

Check Case Status

Provider Portal at www.EviCore.com: Log in, then select “Authorization Lookup.”

Additional Clinical

Provider 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