

## eviCore Provider Resources

**Link** <https://www.evicore.com/resources/healthplan/aetna-better-health/kentucky>

## Case Initiation

**Portal** [www.eviCore.com](http://www.eviCore.com)

**Phone** 888-693-3211

**Fax** 844-822-3862

## Clinical Guidelines

**Link** <https://www.evicore.com/provider/clinical-guidelines>

## Clinical Worksheets

**Link** <https://www.evicore.com/provider/online-forms>

## Client and Provider Services Team

**Contact** 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](mailto:ECRMSupport@EviCore.com)

## Clinical Consultations (scheduled in advance)

**Link** [www.eviCore.com](http://www.eviCore.com), Log in and Schedule

**Phone** 888-693-3211

## eviCore Web Support

**Email** [portal.support@evicore.com](mailto:portal.support@evicore.com)

**Phone** 800-646-0418, Option 2

## Additional Clinical

**Link** [www.eviCore.com](http://www.eviCore.com),  
Log in and select Search/Start Case and upload additional clinical

**Fax** 844-822-3862