

Quick Reference Guide

Line(s) of Business

- Medicare

EviCore Provider Resources:

<https://www.EviCore.com/resources/healthplan/blue-cross-blue-shield/montana/medicaid-medicare>

Clinical Guidelines:

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

Clinical Worksheets:

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

Required Medical Information Checklist

Case Initiation

Online Portal (preferred): <https://www.EviCore.com/>

Phone: 855-252-1117

Fax: 844-324-7001

Authorization Timeframes

- Proton Beam Therapy - Authorizations are valid for **90 calendar days** from the date of approval.

Post-Decision Options (Refer to determination letter)

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)

- Medicare
 - Must be submitted within **seven (7) 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.): 855-252-1117

Clinical Consultations (Peer-to-Peer)

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

Phone: 800-792-8744, option 1

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