

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- CHIP
- Medicare

EviCore Provider Resources

https://www.evicore.com/resources/healthplan/Capital_Blue_Cross

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:** 877-282-2510
- **Fax:** 844-545-9213

Authorization Timeframes

- Molecular Lab Management: 90 calendar days

Post-Decision Options (Refer to determination letter)

Commercial & CHIP Members

- Reconsiderations (Peer-to-Peer, P2P)
 - Commercial members – Requests must be submitted to EviCore within **180 calendar days** of the denial date.
 - CHIP members – Requests must be submitted to EviCore within **60 calendar days** of the denial date.
- Appeals
 - Commercial members – Requests must be submitted to EviCore within **180 calendar days** of the determination date.
 - CHIP members – Requests must be submitted to EviCore within **60 calendar days** of the determination date.
 - Please refer to the denial letter for specific instructions.

Medicare Members

- Medicare cases **do not** include a reconsideration (Peer-to-Peer, P2P) 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, however, the decision cannot be overturned via Clinical Consultation.

EviCore

By EVERNORTH

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.): 877-282-2510

Clinical Consultations (Peer-to-Peer)

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

Check Case Status

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

Additional Clinical

Log in to the EviCore Portal at **www.EviCore.com**, select “Authorization Lookup,” then upload additional clinical.

Provider Engagement Team: Link to [Provider Engagement Territory Map](#)

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