

March 1, 2026

Dear Colleague:

EviCore by Evernorth is pleased to announce its partnership with Carolina Complete Health to provide services for members enrolled in Carolina Complete Health, Partners Physical Health Tailored Plan, and Trillium Physical Health Tailored Plan programs.

Effective May 1, 2026, Carolina Complete Health, Partners Physical Health Tailored Plan, Trillium Physical Health Tailored Plan members will require prior authorization from EviCore for dates of service beginning May 1, 2026. Services performed without authorization may not be reimbursed for the healthcare services listed below, and you may not seek reimbursement from members.

Authorization is required for:

+ Lab Management

- Genetic Testing

Services performed in conjunction with an inpatient stay, 23 hour observation, or emergency room visit are not subject to authorization requirements.

To request an authorization: Log onto [EviCore](#) (preferred)

+ Call: 855-252-1116

+ Fax: 844-545-9213

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please submit a request online at www.evicore.com and indicate that the procedure is NOT routine/standard. Providers can also request urgent

requests by calling our toll-free number at 855-252-1116. Be sure to tell our representative that the request is for medically urgent care.

We recommend that ordering physicians request authorization and pass the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service requested is different than what was initially authorized, the rendering facility must contact EviCore to make revisions and authorization prior to claim submission.

Have questions about requesting authorizations? Attend our online orientation sessions!

The orientation schedule and program training resources are available at: [Provider's Hub | EviCore by Evernorth](#)

EviCore healthcare's Clinical Guidelines and request forms are available at: www.evicore.com . For any Client or Provider inquiries such as eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research, utilize the below link and create a case.

- + Access: [ECRM Services](#)
- + ECRM educational resources: [ECRM Resources | EviCore by Evernorth](#)