

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicare

EviCore Provider Resources: <https://www.EviCore.com/resources/healthplan/hap>

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 :** 888.564.5487
- **Fax:** 800.540.2406

Authorization Timeframes

- **Musculoskeletal Pain Management** – 180 calendar days
- **Radiology Advanced Imaging** – 180 calendar days
- **Sleep Management** – 180 calendar days

Post-Decision Options

Commercial Members

- Reconsiderations
 - Reconsiderations via a Clinical Consultation with an EviCore physician can be requested within **15 business days** of the initial determination date.
 - Please refer to the determination letter for instructions.
- Appeals
 - EviCore will process first-level appeals for Commercial members.
 - Commercial appeals must be submitted to EviCore within **45 calendar days** of the initial determination date.
 - Please refer to the determination letter for instructions.

Medicare Members

- Reconsiderations
 - Medicare cases do not include a Reconsideration option.
 - Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial. Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation.
 - Please refer to the determination letter for instructions.

- Appeals
 - EviCore **will not** process first-level appeals for Medicare members.
 - Please refer to the determination letter for instructions.

Retrospective Authorization Requests (Retros)

- Must be submitted within **365 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.): 888.564.5487

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 888.564.5487

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