

## Quick Reference Guide

### Health Plan Authorization Information Line(s) of Business

- Horizon FI
- Medicare (Braven)
- SHPBB

**EviCore Provider Resources:** [Horizon Provider Resources](#) | [EviCore by Evernorth 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:** 866.241.6603
- **Fax:** 800.649.4548

### Authorization Timeframes

- **Interventional Pain Management** – 45 calendar days

### Post-Decision Options

### Reconsideration

Providers may request a reconsideration review. Reconsideration requests must be submitted within seven calendar days of the determination date, and they may be made either in writing or verbally through a clinical consultation with an EviCore physician.

### Appeals

EviCore will process first-level appeals for commercial membership only. The timeframe for submitting appeal requests to EviCore varies by line of business, providers should refer to the denial letter for specific 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.

- **Appeals**

- For Medicare appeals, please contact Horizon directly.

**Retrospective Authorization Requests (Retros)**

Retrospective requests must be submitted within 30 calendar days from the date of service. Each request is reviewed for clinical urgency and medical necessity.

**Authorization Updates (facility change, CPT code change, etc.):** 866.241.6603

**Clinical Consultations (Peer-to-Peer)**

- **Web ([www.EviCore.com](http://www.EviCore.com)):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866.241.6603

**Check Case Status**

**EviCore Portal at [www.EviCore.com](http://www.EviCore.com):** Log in, then select “Authorization Lookup.”

**Additional Clinical**

**EviCore Portal at [www.EviCore.com](http://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](mailto:Portal.Support@EviCore.com)
- **Phone:** 800.646.0418, option 2

**Live chat** at [www.EviCore.com](http://www.EviCore.com)