

Aetna Better Health of Michigan Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Medicaid
- Medicare

EviCore Provider Resources

<https://www.EviCore.com/resources/healthplan/aetna-better-health-michigan>

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:** 866.668.8295
- **Fax:** 800.540.2406

Authorization Timeframes (all programs)

- **Medicaid** - 60 calendar days from date of approval
- **Medicare** - 180 calendar days from date of approval

Post-Decision Options - Refer to determination letter for specific instructions.

Medicaid Members

- Reconsiderations - Requests must be submitted to EviCore within **five (5) business days** of the determination date.
- Appeals - EviCore will not process first-level appeals for Aetna Better Health of Michigan members. Please refer to the denial letter for instructions.

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)

- Must be submitted within **90 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.): 866.668.8295

Clinical Consultations (Peer-to-Peer)

- **Provider Portal (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866.668.8295

Check Case Status

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

Additional Clinical

Provider 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

- Initiate a support request via [ECRM](#).
- Call 800.646.0418 (option 2).
- Live chat at www.EviCore.com