

## Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Medicaid

#### EviCore Provider Resources:

Alliance Health | EviCore by Evernorth

#### 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:** 888-444-6182

### Authorization Timeframes

- **Lab Program-** Authorizations are valid for **90 calendar days**
- **Musculoskeletal: Pain Joint & Spine-** Authorizations are valid for **60 calendar days**
- **Radiology/Cardiology-** Authorizations are valid for **45 calendar days**
- **Radiation Therapy-** Authorizations are valid for **45-365 calendar days** (varies by treatment plan).

### Post-Decision Options (Refer to determination letter)

#### Medicaid Members

- Reconsiderations – must be requested within 7 business days after the determination date.
- Appeals – EviCore will not process first-level appeals.

### Retrospective Authorization Requests (Retros)

- Must be submitted within **90 calendar days** of the date of change and meet a valid retro exception reason.

**Authorization Updates (facility change, date extension, etc.):** 888-444-6182

### Clinical Consultations (Peer-to-Peer)

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

**Phone:** 888-444-6182

### 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

## EviCore

By EVERNORTH

**For assistance with membership, claims, provider network issues, etc., submit the issue to our dedicated teams via EviCore Communication Relationship Management (ECRM):**

- Access: [ECRM Services](#)
- ECRM educational resources: [ECRM Resources | EviCore by Evernorth](#)
- Trouble using ECRM? Send an email to: [ECRMSupport@EviCore.com](mailto:ECRMSupport@EviCore.com)

### **EviCore Web Support**

**Email:** [ECRM Services](#)

**Phone:** 800-646-0418, option 2

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