

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial

EviCore Provider Resources:

<https://www.EviCore.com/resources/healthplan/AmeriHealth-Administrators>

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:** 866.686.2649
- **Fax:** 844.545.9213

Authorization Timeframes (from date of approval unless otherwise noted)

- **Lab Management** – Authorizations are valid for 90 calendar days from the date of approval.
- **Radiation Therapy** - Authorizations are valid for 45-240 calendar days from the date of approval. Please refer to the determination letter for specific dates.

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

Commercial Members

- **Reconsiderations** - Although EviCore does not offer a reconsideration option for AmeriHealth Administrators Commercial members, providers can request a Clinical Consultation with an EviCore medical director to better understand the reason for denial.
- **Appeals** - EviCore will not process first-level appeals for Commercial members. Please refer to the determination letter for specific instructions.

Retrospective Authorization Requests (Retros)

- Retro requests must be submitted within 30 calendar days from the date of services.
- When authorized, the start date will be the submitted date of service.

Authorization Updates (facility change, date extension, etc.): 866.686.2649

Clinical Consultations (Peer-to-Peer)

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

Check Case Status

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

Additional Clinical

Provider Portal (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