

## Quick Reference Guide

### Line(s) of Business

- Medicare

### EviCore Provider Resources:

<https://www.EviCore.com/resources/healthplan/blue-cross-blue-shield/montana/medicaid-medicare>

### Clinical Guidelines:

<https://www.EviCore.com/provider/clinical-guidelines>

### Clinical Worksheets:

<https://www.EviCore.com/provider/online-forms>

### Required Medical Information Checklist

#### Case Initiation

- **Online Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 855-252-1117
- **Fax:** 844-324-7001

#### Authorization Timeframes

- Proton Beam Therapy - Authorizations are valid for **90 calendar days** from the date of approval.

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

##### 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)

- Medicare
  - Must be submitted within **seven (7) 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.):** 855-252-1117

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

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

**Phone:** 800-792-8744, option 1

### 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

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