



Quick Reference Guide

EviCore Provider Resources

Link: <https://www.evicore.com/resources/healthplan/carefirst>

CareFirst Member Eligibility/Prior Authorization Verification

- Link:**
- CareFirst Commercial Fully Insured members require prior authorization for the identified procedures. To verify prior authorization requirements, log into the [CareFirst Provider Portal \(CareFirst Direct\)](#), and navigate to the 'Prior Auth/Notifications' tab to access the '**Prior Authorization Lookup (PAL) Tool**'.
 - If you need assistance utilizing the tool, access this [step-by-step guide](#)

Case Initiation

- Portal:** **To access CareFirst's Provider Portal:**
- From CareFirst's Provider Website, <http://provider.carefirst.com>, log into the CareFirst Provider Portal (CareFirst Direct).
 - Select the *Prior Auth/Notification* tab.
 - Select *Start* within the *Cardiovascular, Radiology, Musculoskeletal, and Gastroenterology through EviCore (Commercial Fully Insured Members Only)* box to be transferred to EviCore's Prior Authorization Portal (CareCore National Portal).
 - From the EviCore's Prior Authorization Portal landing page, you will see "**Request an Auth**" in the middle of the screen, please select that option to begin your case request.

EviCore Phone: 844-303-8450

EviCore Fax: 800-540-2406

Clinical Guidelines

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

Clinical Worksheets

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

Client and Provider Services Team

- Contact:** 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
- Common Items to Send to Client Services include:
- Questions regarding Accuracy Assessment, Accreditation, and/or Credentialing
 - Requests for an authorization to be resent to the health plan
 - Consumer Engagement Inquiries
 - Complaints and Grievances
 - Eligibility issues (member, rendering facility, and/or ordering physician)
 - Issues experienced during case creation
 - Reports of system issues

Clinical Consultations (scheduled in advance)

Link:	To schedule a Clinical Consultation through EviCore please follow the below steps: <ul style="list-style-type: none">• Please visit CareFirst’s Provider Website, http://provider.carefirst.com, log into the CareFirst Provider Portal (CareFirst Direct).• Select the <i>Prior Auth/Notification</i> tab.• Select <i>Start</i> within the <i>Cardiovascular, Radiology, Musculoskeletal, and Gastroenterology through EviCore (Commercial Fully Insured Members Only)</i> box to be transferred to EviCore’s Prior Authorization Portal (CareCore National Portal).• Select “<i>Clinical Review Lookup</i>” to determine if your case is eligible for a Peer-to-Peer consultation, a link will display, allowing you to proceed scheduling without any additional messaging.• Once the Request Peer-to-Peer Consultation link is selected, you will be transferred to our scheduling software via a new browser window.
Phone:	844-303-8450

EviCore Web Support

Link:	ECRM Services
Phone:	800-646-0418, Option 2

Additional Clinical

Link:	If additional information is required, you will need to follow the following steps to upload more clinical for review: <ul style="list-style-type: none">• Please visit CareFirst’s Provider Website, http://provider.carefirst.com, log into the CareFirst Provider Portal (CareFirst Direct).• Select the <i>Prior Auth/Notification</i> tab.• Select <i>Start</i> within the <i>Cardiovascular, Radiology, Musculoskeletal, and Gastroenterology through EviCore (Commercial Fully Insured Members Only)</i>
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box to be transferred to EviCore's Prior Authorization Portal (CareCore National Portal).

- Select "*Authorization LookUp*" tab located at the top of the screen to upload relevant clinical information.

Fax:

800-540-2406