



Quick Reference Guide

Line(s) of Business

- Commercial
- Medicaid
- Medicare

EviCore Provider Resources

[Horizon Provider Resources | 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**
 - **Radiology and Cardiology:** 866-496-6200
 - **Radiation Therapy:** 866-242-5749
 - **Pain Management:** 866-241-0493
 - **Lab management:** 844-224-0493
 - **Gastroenterology:** 866-496-6200

Authorization Timeframes (from date of approval unless otherwise noted)

- **Cardiology and Radiology Advanced Imaging** – Up to 180 calendar days
- **Lab Management** – Time frame varies
- **Musculoskeletal Pain Management** – 45 calendar days
- **Radiation Oncology** - Time frame varies based on cancer type/treatment technique
- **Gastroenterology** – Up to 90 calendar days

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

- Commercial and Medicaid Reconsiderations – 2 Reconsiderations are allowed within seven (7) business days from denial.

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.



Authorization Updates (facility change, date extension, etc.): 866-496-6200

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866-496-6200

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

Visit: EviCore.com/ECRM-Resources

- Select “Register or Login”

EviCore Web Support

- **Visit:** ECRM
- **Phone:** 800.646.0418, option 2
- **Live Chat** at www.EviCore.com