

## Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Commercial
- Medicare
- Medicaid

**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>

**Required Information for Prior Authorization:** [Prior Authorization Checklist](#)

### Case Initiation

- **Provider Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 866-496-6200
- **Fax:** 888-785-2480

### Authorization Timeframes

- **Radiology and Cardiology** – up to 180 calendar days

### Post-Decision Options

- **Reconsideration**  
**Commercial and Medicaid**

Providers may request a reconsideration review. Reconsideration requests must be submitted within seven (7) business days of the determination date and may be made either in writing or verbally through a clinical consultation with an EviCore physician.

### Medicare Members

- Reconsiderations
  - Medicare cases do not include a Reconsideration option.
  - Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial. Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation.

**Authorization Updates (facility change, CPT code change, 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](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 [ECRM](#)
  - ECRM resources available at <https://www.EviCore.com/ecrm-resources>
- **Phone:** 800.646.0418, option 4

### EviCore Web Support

- **ECRM:** [ECRM](#)
- **Phone:** 800.646.0418, option 2
- **Live chat** at [www.EviCore.com](http://www.EviCore.com)