

EviCore Provider Resources

Link [Humana Healthy Horizons in Kentucky Provider Resources | EviCore by Evernorth](#)

Case Initiation

Portal www.eviCore.com

Phone 866-672-8115

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 www.eviCore.com, Log in and Schedule

Phone 866-672-8115

EviCore Web Support

Link [ECRM Services](#)

Phone 800-646-0418, Option 2

Additional Clinical

Link www.eviCore.com, log in and select authorization lookup and upload additional clinical

Fax 800-540-2406