

## Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Commercial

#### EviCore Provider Resources:

<https://www.evicore.com/resources/healthplan/independence-administrators>

#### 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:** 866-686-2649
  - **Fax:** 844-545-9213

### Authorization Timeframes

- **Lab Management** - 90 calendar days
- **Radiation Oncology** - 45-240 calendar days

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

- Reconsiderations: EviCore does not offer a reconsideration option for Independence Administrators members.
- Appeals: EviCore will not process first-level appeals for Independence Administrators members.

### Retrospective Authorization Requests (Retros)

- Must be submitted within **30 calendar days** from the date of service.
- Retro requests are processed within **30 calendar days** of the request.
- When authorized, the start date will be the submitted date of service.

**Authorization Updates (facility change, date extension, etc.):** 866-686-2649

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

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

**Phone:** 866-686-2649

### 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**

- **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)