

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- ACA Exchange – Does not include PT, OT, ST, or Chiropractic
- Medicare

EviCore Provider Resources:

<https://www.EviCore.com/resources/healthplan/Jefferson-Health-Plans>

Clinical Guidelines:

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

Clinical Worksheets:

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

Case Initiation

- **EviCore Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 888.444.6178
- **Fax**
 - PT, OT, ST, and Chiropractic - 855.774.1319
 - All other programs - 800.540.2406

Authorization Timeframes

- **Cardiology and Radiology Advanced Imaging** – 60 calendar days
- **Chiropractic** – 60 calendar days
- **Conservative Therapies (PT-OT-ST)** – 60 calendar days
- **Medical Oncology** – 240-425 calendar days
- **Musculoskeletal Pain Management, Joint and Spine Surgery** – 60 calendar days
- **Radiation Therapy** – 45-240 calendar days

Post-Decision Options

Commercial Members

- **Reconsiderations**
 - Reconsiderations can be requested in writing or verbally via a Clinical Consultation with an EviCore physician.
 - Please refer to the determination letter for instructions.
- **Appeals**
 - EviCore will not process first-level appeals.
 - Please refer to the determination letter for appeal options.



Medicare Members

- Reconsiderations
 - There is no reconsideration option for Medicare members.
 - Please refer to the determination letter for instructions.
- Appeals
 - EviCore will not process first-level appeals.
 - Please refer to the determination letter for appeal options.

Retrospective Authorization Requests (Retros)

- Must be submitted within **180 calendar days** of the date of service.
- When authorized, the start date will be the submitted date of service.
- Retro requests are **not** allowed for the Medical Oncology program.

Authorization Updates (facility change, date extension, etc.): 888.444.6178

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 888.444.6178

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