

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial

EviCore Provider Resources:

<https://www.evicore.com/resources/healthplan/ntca>

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:** 866.581.5253
- **Fax:** 800.540.2406

Authorization Timeframes

- **Cardiology and Radiology Advanced Imaging** – 90 calendar days

Post-Decision Options

Commercial Members

- Reconsiderations
 - Reconsiderations can be requested in writing or verbally via a Clinical Consultation with an EviCore physician.
 - Reconsiderations must be requested within 14 calendar days of the determination date.
 - Please refer to the determination letter for instructions.
- Appeals
 - EviCore will process first-level appeals.
 - Appeal requests must be submitted to EviCore within 180 calendar days of the initial determination.
 - Please refer to the determination letter for appeal options.

Retrospective Authorization Requests (Retros)

- Must be submitted within 365 calendar days of the date of service.
- When authorized, the start date will be the submitted date of service.

Authorization Updates (facility change, date extension, etc.): 866.581.5253

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866.581.5253



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