

## Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Commercial
- Medicaid
- Medicare

**EviCore Provider Resources:** <https://www.EviCore.com/resources/healthplan/priority-health>

**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:** 844.303.8456
- **Fax**
  - Lab Management - 844.545.9213
  - All other programs - 800.540.2406

### Authorization Timeframes

- **Cardiology & Radiology Advanced Imaging** – 60 calendar days
- **Lab Management** – 90 calendar days
- **Radiation Therapy** – 60-240 calendar days (please refer to the determination letter)

### Post-Decision Options

#### Commercial & Medicaid Members

- Reconsiderations
  - Reconsiderations can be requested within 14 calendar days from the initial determination.
  - 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 process first-level appeals within 120 calendar days of the initial determination.
  - Please refer to the determination letter for instructions.

#### 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)

- **Cardiology & Radiology Advanced Imaging** - Must be submitted within **365 calendar days** of the date of service.
- **Lab Management** - Must be submitted within **365 calendar days** of the date of service.
- **Radiation Therapy** - Must be submitted within **90 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.):** 844.303.8456

## Clinical Consultations (Peer-to-Peer)

- **Web ([www.EviCore.com](http://www.EviCore.com)):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 844.303.8456

## 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 <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)