

## SummaCare Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Commercial
- Medicare

### EviCore Provider Resources

[https://www.EviCore.com/resources/healthplan/summacare\\_apex](https://www.EviCore.com/resources/healthplan/summacare_apex)

### Clinical Guidelines

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

### Clinical Worksheets

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

### Required Information for Prior Authorization

[Prior Authorization Checklist](#)

### Case Initiation

- **Provider Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 888.996.8710
- **Fax:**
  - 800.540.2406 - CID and Vascular Intervention, Medical Oncology, Radiology and Cardiology Advanced Imaging
  - 844.545.9213 – Lab Management
  - 866.699.8160 – Radiation Therapy

### Authorization Timeframes (from date of approval unless otherwise noted)

- **CID and Vascular Intervention:** 90 calendar days
- **Lab Management:** 90 calendar days
- **Medical Oncology:** 240-425 calendar days (see determination letter)
- **Musculoskeletal Pain Management, Joint and Spine Procedures:** 90 Calendar days
- **Radiation Therapy:** 14-180 calendar days (see determination letter)
- **Radiology Advanced Imaging:** 60 Calendar days

### Post-Decision Options - Refer to determination letter for specific instructions.

#### Commercial Members

- **Reconsiderations** - There are no reconsideration options (including Peer-to-Peer) for SummaCare members. Please refer to the denial letter for instructions.
- **Appeals** - EviCore will process first-level appeals for Commercial members. Appeals must be submitted within 180 calendar days of the determination date. Please refer to the denial letter for instructions.

## Medicare Members

- Medicare cases **do not** include a reconsideration option.
- EviCore **will not** process first-level appeals for Medicare members.
- Clinical Consultation (Peer-to-Peer or P2P)
  - Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial.
  - Once a denial has been issued, the decision cannot be overturned via Clinical Consultation.

## Retrospective Authorization Requests (Retros)

- EviCore will not process retro reviews for SummaCare members.
- Please refer to the health plan for instructions.

**Authorization Updates (facility change, date extension, etc.):** 888.996.8710

## Clinical Consultations (Peer-to-Peer)

- **Provider Portal ([www.EviCore.com](http://www.EviCore.com)):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 888.996.8710

## Check Case Status

**Provider Portal at [www.EviCore.com](http://www.EviCore.com):** Log in, then select “Authorization Lookup.”

## Additional Clinical

**Provider 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)