

## Quick Reference Guide

### Health Plan Authorization Information

#### Line(s) of Business

- Commercial
- Medicare
- Medicaid

**EviCore Provider Resources:** [Emblem GHI Provider Resources](#)

**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:** 800.835.7064
- **Fax:** 800.540.2406

### Authorization Timeframes

- **Radiology and Cardiology** – 45 calendar days

**Authorization Updates (facility change, CPT code change, etc.):** 800.835.7064

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

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 800.835.7064

### 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 [ECRM](#)
  - ECRM resources available at <https://www.EviCore.com/ecrm-resources>
- **Phone:** 800.646.0418, option 4

### EviCore Web Support

- **ECRM:** [ECRM](#)
- **Phone:** 800.646.0418, option 2
- **Live chat** at [www.EviCore.com](http://www.EviCore.com)