

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicare
- Medicaid

EviCore Provider Resources: [Emblem HIP 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:** 866.417.2345

Authorization Timeframes

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

Authorization Updates (facility change, CPT code change, etc.): 866.417.2345

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866.417.2345

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