

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicaid
- Medicare

EviCore Provider Resources:

[Healthfirst Provider Resources | EviCore by Evernorth](#)

Clinical Guidelines:

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

Clinical Worksheets:

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

Case Initiation

Online Portal (preferred): <https://www.EviCore.com/>

Phone: 877-773-6964

Fax: 866-466-6964

Authorization Timeframes

- **Radiology** - Authorizations are valid for **45 calendar days** from the date of approval.
- **Cardiology** - Authorizations are valid for **45 calendar days** from the date of approval.
- **Radiation Therapy** - Authorizations are valid for **45 calendar days** from the date of approval.
- **Lab** - Authorizations are valid for **45 calendar days** from the date of approval.
- **Medical Oncology** - Authorizations are valid for **45 calendar days** from the date of approval.

Post-Decision Options (Refer to determination letter)

Commercial Members

- Reconsiderations – Requests must be submitted to EviCore within **5 calendar days** of the determination date.
- Appeals – EviCore will not process first-level appeals for Medicare members.

Medicaid Members

- Reconsiderations – Requests must be submitted to EviCore within **5 calendar days** of the determination date.
- Appeals – EviCore will not process first-level appeals for Medicare members.

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)

EviCore

By EVERNORTH

- 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)

- Medicaid - Must be submitted within **2 business days** of the date of service.
- Medicare - Must be submitted within **2 business 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.): 877-773-6964

Clinical Consultations (Peer-to-Peer)

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

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

Visit: [EviCore.com/ECRM-Resources](https://www.EviCore.com/ECRM-Resources)

Then Select the Log in/Register Button

EviCore Web Support

Web: [EviCore.com/ECRM-Resources](https://www.EviCore.com/ECRM-Resources)

Phone: 800-646-0418, option 2

Live chat at www.EviCore.com