

Laboratory Management Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

Commercial

- Fully Insured
- Level Funded
- Opt in ASO groups
- SHBP (State Health Benefit Plan)
- SEHBP (State Education Health Benefit Plan)

EviCore Provider Resources:

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

Clinical Guidelines:

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

Case Initiation

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

Phone: 844.224.0493

Authorization Timeframes

- **Laboratory Management** - Authorization time frames will vary

Post-Decision Options (Refer to determination letter)

Commercial Members

- Reconsiderations – Requests must be submitted to EviCore within Seven (7) business days of the determination date.
- Reconsiderations can be requested in writing or verbally via a Clinical Consultation (Peer-to-Peer) with an EviCore physician.

Authorization Updates (facility change, date extension, etc.): 844.224.0493

Clinical Consultations (Peer-to-Peer)

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

Phone: 844.224.0493

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
ECRM: [ECRM](#)
Phone: 800-646-0418, option 2
Live chat at www.EviCore.com