

## 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](https://www.EviCore.com)

