

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicare
- Medicaid

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

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:** 866-242-5749

Authorization Timeframes

Radiation Therapy - Authorization timeframes vary based on diagnosis and treatment plan. Please refer to the **determination letter** for specific dates

Post-Decision Options

- **Reconsideration**

Providers may request a reconsideration review. Reconsideration requests must be submitted within seven (7) business days of the determination date and may be made either in writing or verbally through a clinical consultation with an EviCore physician.

Medicare Members

- Reconsiderations
 - Medicare cases do not include a Reconsideration option.
 - Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial. Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation.

Authorization Updates (facility change, CPT code change, etc.): 866-242-5749

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866-242-5749

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