

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicaid
- Medicare

EviCore Provider Resources: <https://www.EviCore.com/resources/healthplan/priority-health>

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

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

Case Initiation

- **EviCore Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 844.303.8456
- **Fax**
 - Lab Management - 844.545.9213
 - All other programs - 800.540.2406

Authorization Timeframes (please refer to the determination letter)

- **Cardiology & Radiology Advanced Imaging**
 - Commercial - 60 calendar days
 - Medicaid - 180 calendar days
 - Medicare - 180 calendar days
- **Lab Management** – 90 calendar days
- **Radiation Therapy** – 60-240 calendar days

Post-Decision Options

Commercial & Medicaid Members

- Reconsiderations
 - Reconsiderations can be requested within 14 calendar days from the initial determination.
 - Reconsiderations can be requested in writing or verbally via a Clinical Consultation with an EviCore physician.
 - Please refer to the determination letter for instructions.
- Appeals
 - EviCore will process first-level appeals for Commercial members within 120 calendar days of the initial determination.
 - EviCore will not process first-level appeals for Medicaid members.
 - Please refer to the determination letter for instructions.



Medicare Members

- Reconsiderations
 - There is no reconsideration option for Medicare members.
 - Please refer to the determination letter for instructions.
- Appeals
 - EviCore will not process first-level appeals.
 - Please refer to the determination letter for appeal options.

Retrospective Authorization Requests (Retros)

- **Cardiology & Radiology Advanced Imaging** - Must be submitted within **365 calendar days** of the date of service.
- **Lab Management** - Must be submitted within **365 calendar days** of the date of service.
- **Radiation Therapy** - Must be submitted within **90 calendar 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.): 844.303.8456

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 844.303.8456

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 <https://ecrm.Evernorth.com/ecrm>
 - ECRM resources available at <https://www.EviCore.com/ecrm-resources>
- **Phone:** 800.646.0418, option 4

EviCore Web Support

- Initiate a support request via [ECRM](#).
- Call 800.646.0418, option 2.
- Live chat at www.EviCore.com