

1199SEIU General Resources

EviCore Communication Relationship Management (ECRM)

For program-related questions or concerns, providers are encouraged to submit inquiries through the EviCore Communication Relationship Management (ECRM) application. ECRM is available 24 hours a day, 7 days a week and can assist with:

- Accreditation and credentialing questions
- Requests to resend authorizations to a health plan
- Complaints and grievances
- Member, rendering facility, or ordering physician eligibility issues
- Case creation issues
- System-related concerns
- EviCore provider portal issues

Additional support options include:

- Web Support: 800-646-0418 (Option 2)
- Live chat available through the EviCore Provider Resources website

Access ECRM and register for an account at: <https://www.evicore.com/ecrm-resources>

Provider Engagement and Support Contacts

Provider Engagement

EviCore's Provider Engagement team works directly with the provider community and is available to assist with education, training, and program support.

Sara Vandiver

Provider Relations Advisor – NY/NJ

Email: Sara.Vandiver@evicore.com

Phone: 804-878-1729

Provider Services

Provider Services: 888-910-1199

Representatives are available from 7:00 a.m. – 7:00 p.m. local time.

The Provider Services team can assist with accuracy assessment inquiries, accreditation and credentialing questions, requests to resend authorizations, consumer engagement inquiries, eligibility issues, case creation support, and system issue reporting. Email inquiries submitted to EviCore are tracked through the Cherwell ticketing system and assigned a ticket number for follow-up and resolution.

Provider Resource Website

EviCore's Provider Resource website contains client-specific and solution-specific educational materials designed to help providers and office staff navigate prior authorization requirements and processes. Resources available include Frequently Asked Questions (FAQs), Quick Reference Guides, Provider Training Materials, CPT Code Lists, and program-specific educational resources.

Access Provider Resources at: <https://www.evicore.com/resources>

Quick Reference Tool

Providers can quickly locate health plan-specific contact information using EviCore's Find Contact Information tool.

To access: Select Resources from the top navigation menu, choose Find Contact Information, and select the applicable health plan and solution. The tool provides phone numbers, fax numbers, portal submission information, and solution-specific contact details.

EviCore Provider Hub

The Provider Hub offers access to tools and resources that support the prior authorization process. Resources include clinical guidelines, peer-to-peer consultation scheduling, authorization status information, training resources, educational materials, contact information tools, and provider news and insights.

Access the Provider Hub by visiting www.evicore.com, selecting Resources, and choosing Go to Providers Hub.

Provider Resource Review Forum

EviCore offers Provider Resource Review Forums to help providers and staff understand how to navigate EviCore.com and utilize available tools and resources. Topics include accessing evidence-based clinical guidelines, checking authorization status, locating contact information, finding training resources, and reviewing provider-focused communications and updates.

To register, visit the Provider Hub and navigate to Provider Orientation Session Registrations → Upcoming Sessions.

Provider Newsletter

Stay informed about EviCore programs, operational updates, educational opportunities, and provider resources by subscribing to the free Provider Newsletter.

To subscribe: Visit www.evicore.com, scroll to Stay Updated With Our Provider Newsletter, and enter your email address.