



Quick Reference Guide



EviCore Provider Resources

Link	https://www.evicore.com/resources/healthplan/aetna-better-health/kentucky
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Case Initiation

Portal	www.eviCore.com		
Phone	888-693-3211	Fax	844-822-3862

Clinical Guidelines

Link	https://www.evicore.com/provider/clinical-guidelines
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Clinical Worksheets

Link	https://www.evicore.com/provider/online-forms
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Client and Provider Services Team

Contact	For assistance with membership, claims, provider network issues, Issues with EviCore's provider portal, etc., submit the issue to our dedicated teams via EviCore Communication Relationship Management (ECRM): • Access: ECRM Services • ECRM educational resources: ECRM Resources EviCore by Evernorth • Trouble using ECRM? Send an email to: ECRMSupport@EviCore.com
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Clinical Consultations (scheduled in advance)

Link	www.eviCore.com , Log in and Schedule
Phone	888-693-3211

Additional Clinical

Link	www.eviCore.com , Log in and select Search/Start Case and upload additional clinical
Fax	844-822-3862