

Quick Reference Guide

Health Plan Authorization Information Line(s) of Business

- Medicaid

EviCore Provider Resources:

Carolina Complete Health Provider Resources | EviCore by Evernorth

Partners Physical Health Tailored Plan Provider Resources | EviCore by Evernorth

Trillium Physical Health Tailored Plans Provider Resources | EviCore by Evernorth

Clinical Guidelines:

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

Clinical Worksheets:

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

Case Initiation

Online Portal (preferred): <https://www.EviCore.com/>

Phone: 855-252-1116

Fax: 844-545-9213

Authorization Timeframes

- **Lab Program-** Authorizations are valid for **60 calendar days**

Post-Decision Options (Refer to determination letter)

Medicaid Members

- Reconsiderations –must be requested within 5 business days after the determination date.
- Appeals – EviCore will not process first-level appeals.

Retrospective Authorization Requests (Retros)

- Retrospective Authorizations are not permitted.

Authorization Updates (facility change, date extension, etc.): 855-252-1116

Clinical Consultations (Peer-to-Peer)

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

Phone: 855-252-1116

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

For assistance with membership, claims, provider network issues, 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

EviCore Web Support

Link: [ECRM Services](#)

Phone: 800-646-0418, option 2

Live chat at www.EviCore.com