

Quick Reference Guide

Line(s) of Business

- Medicare

EviCore Provider Resources

[Clover Health 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: 800.421.7592**

Authorization Timeframes (from date of approval unless otherwise noted- view letter)

- **Cardiology and Radiology Advanced Imaging** - 45 calendar days
- **Vascular Intervention** - 90 calendar days
- **Musculoskeletal Pain Management, Joint and Spine Surgery** – Up to 60 calendar days
- **Radiation Oncology** - Time frame varies based on cancer type/treatment technique
- **Physical Therapy, Occupational Therapy, and Speech Therapy** – Up to 180 calendar days
- **Sleep** – 90 - 180 calendar days

Medicare Members

- Medicare cases **do not** include a reconsideration option.
- Clinical Consultation (Peer-to-Peer or P2P)
 - Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial.
 - Once a denial has been issued, the decision cannot be overturned via Clinical Consultation.

Retrospective Authorization Requests (Retros)

- Must be submitted within **365 calendar days** of the date of service.

Authorization Updates (facility change, date extension, etc.): 800.421.7592

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone: 800.421.7592**

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

Visit: EviCore.com/ECRM-Resources

- Select Log in/Register Button

EviCore Web Support

- **Web:** EviCore.com/ECRM-Resources
- **Phone:** 800.646.0418, option 2
- **Live Chat** at www.EviCore.com