

Quick Reference Guide

Line(s) of Business

- Commercial
- Medicaid
- Medicare

EviCore Provider Resources

<https://www.evicore.com/resources/healthplan/excellus>

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:** 866-889-8056

Authorization Timeframes (from date of approval unless otherwise noted)

- **Cardiology and Radiology Advanced Imaging** - 90 calendar days
- **Musculoskeletal Pain Management, Joint and Spine Surgery** - Authorizations are valid for 90 calendar days from the date of submission for outpatient procedures, and from date of service + goal length of stay for inpatient procedures.
- **Radiation Oncology** - Radiation Oncology Authorizations are valid for varying periods, depending on the cancer type/treatment technique, and will be communicated on the authorization letter.

Authorization Updates (facility change, date extension, etc.): 866-889-8056

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866-889-8056

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](https://www.EviCore.com/ECRM-Resources)

- Select Log in/Register Button

EviCore Web Support

- **Web:** [EviCore.com/ECRM-Resources](https://www.EviCore.com/ECRM-Resources)
- **Phone:** 800.646.0418, option 2
- **Live Chat** at www.EviCore.com