

**EviCore Provider Resources:**

Network Health WI Provider Resources | EviCore by Evernorth

**Clinical Guidelines:**

Clinical Guidelines | EviCore by Evernorth

**Clinical Worksheets:**

Clinical Worksheets & Online Forms | EviCore by Evernorth

**Case Initiation**

**Online Portal (preferred):** [Provider's Hub](#) | EviCore by Evernorth

**Intake / Phone:** [855-727-7444](#)

**Fax:** [800-540-2406](#)

**Additional Clinical**

- + **EviCore Portal at [www.EviCore.com](http://www.EviCore.com):** Log in, select “Authorization Lookup,” then upload additional clinical.
- + **Program fax numbers:**
  - o Cardiology / Radiology [800-540-2406](#)
  - o MSK Surgery and Specialty Therapies (PT/OT) [855 774-1319](#)
  - o Genomic Lab [844-545-9213](#)
  - o Medical and Radiation Oncology [866-699-8160](#)
  - o Gastroenterology [866-699-8160](#)

**Post-Decision Options (Refer to determination letter)**

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

**Clinical Consultations (Peer-to-Peer)**

- + **Web ([www.EviCore.com](http://www.EviCore.com)):** Log in, then select “Authorization Lookup” to view availability and self-schedule a peer-to-peer (P2P) clinical consultation.
- + **Phone:** [855-727-7444](#) to request a P2P clinical consultation

**Authorization Updates (facility change, date extension, etc.)**

**Phone:** [855-727-7444](#)

### **Check Case Status**

**EviCore Portal at [www.EviCore.com](http://www.EviCore.com):** Log in, select “Authorization Lookup,”

**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](mailto:ECRMSupport@EviCore.com)

**Phone:** 800-646-0418, option 4, and option 2 for web support

**Live chat** at [www.EviCore.com](http://www.EviCore.com)