



EviCore Provider Resources:
Security Health Plan 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: 888.444.6185
Fax for Radiation Therapy: 888.785.2485
Fax for Pain/Spine/Joint: 800.540.2406
Fax for Radiology and Cardiology: 888.693.3210

Authorization Timeframes
+ **Radiology / Cardiology** - Authorizations are valid for **90 calendar days**
+ **Pain / Spine Surgery/ Joint Surgery** - Authorizations are valid for **60 calendar days**

Clinical Consultations (Peer-to-Peer)
+ **Web (www.EviCore.com):** Log in, then select "Authorization Lookup" to view availability and self-schedule a peer-to-peer (P2P) clinical consultation.
+ **Phone: 888.444.6185** to request a P2P clinical consultation

Retrospective Authorization Requests (Retros)
+ **Radiology / Cardiology** – Submit within 3 Business Days from Date of Service

Authorization Updates (facility change, date extension, etc.):
Phone: 888.444.6185

Check Case Status
EviCore Portal at www.EviCore.com: Log in, then select "Authorization Lookup."

Submitting Additional Clinical Information
EviCore Portal at www.EviCore.com: Log in, select "Authorization Lookup," then upload additional clinical.



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

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

Live chat at www.EviCore.com