Radiology and Cardiology

Provider Orientation Session for Vaya Partners

EviCore By EVERNORTH

VAYA PARTNERS
Improving Lives. Strengthening Communities.®

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Agenda

Solutions Overview
Radiology and Cardiology

Submitting Requests

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

EviCore Provider Portal
Overview, Features & Benefits

Provider Resources

Questions & Next Steps

Appendix
- Portal Case Submission
- Peer-to-peer Scheduling Tool

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Vaya Partners Prior Authorization Services

EviCore will begin accepting prior authorization requests for Radiology and Cardiology services starting June, 17th 2024 for dates of service July 1st, 2024 and after

Applicable Membership	Prior authorization applies to the following services	Prior authorization does NOT apply to services performed in
• Vaya Total Care	• Outpatient • Elective/Non-emergent	• Emergency Rooms • Observation Services • Inpatient Stays

Providers should verify member eligibility and benefits at Vaya Health Provider Services: 866-990-9172

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Radiology Overview

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Radiology Solution

Covered Services:

Advanced imaging services

- CT, CTA
- MRI, MRA
- PET, PET/CT
- Nuclear Medicine (non-cardiac)

To find a **complete list** of radiology Current Procedural Terminology (CPT) codes that **require prior authorization through eviCore**, please visit:
https://www.evicore.com/resources/healthplan/vayahealth

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Cardiology Overview

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Cardiology Solution

Covered Services:

- Cardiac MRI
- Cardiac CT
- Nuclear Stress
- Nuclear Stress (Myocardial Perfusion Imaging- SPECT & PET)
- Echocardiography (TTE &TEE)
- Echo Stress Testing (XSE)
- Diagnostic Heart Catheterization
- Cardiac Implantable Devices

EviCore
By EVERNORTH

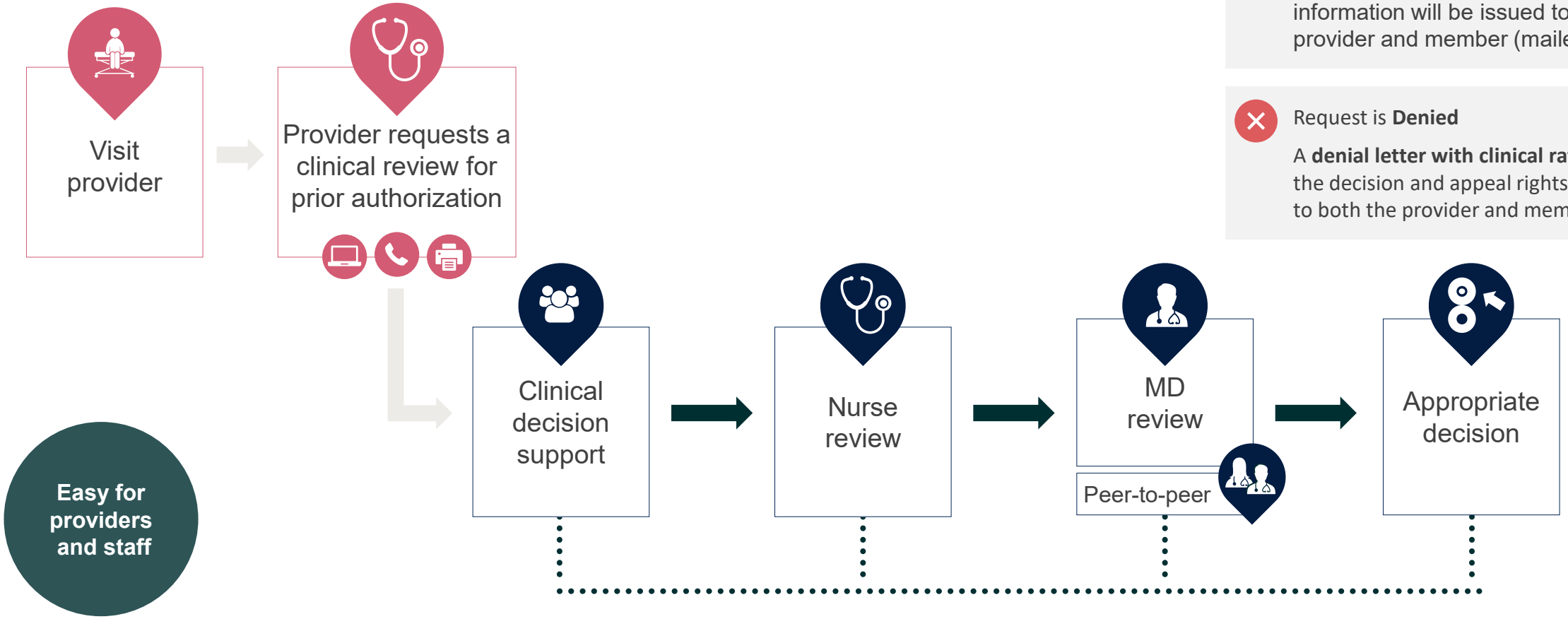
© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Submitting Requests

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Utilization Management | Prior Authorization



Request is **Approved**

An **approval letter** with authorization information will be issued to both the provider and member (mailed).

Request is **Denied**

A **denial letter with clinical rationale** for the decision and appeal rights will be issued to both the provider and member.

Easy for providers and staff

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Request Prior Authorization

The EviCore Provider Portal is the easiest, most efficient way to request clinical reviews and check statuses.

- **Save time**: Quicker process than requests by phone or fax
- **Available 24/7**
- **Save your progress**: If you need to step away, you can save your progress and resume later
- **Upload additional clinical information**: No need to fax in supporting clinical documentation, it can be uploaded on the portal
- **View and print determination information**: Check case status in real-time
- **Dashboard**: View all recently submitted cases
- **E-notification**: Opt-in to receive email notifications when there is a change to case status
- **Duplication feature**: If you are submitting more than one request, you can duplicate information to expedite submittals

To access the EviCore Provider Portal, visit EviCore.com/provider

Or by **phone:** 855-754-5527
Monday – Friday
7 AM – 7 PM (local time)

Or by **fax:** 800-540-2406

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Necessary Information for Prior Authorization

To obtain prior authorization on the very first submission, the provider submitting the request will need to gather information within four categories:

Member
- Health Plan ID
- Member name
- Date of birth (DOB)

Referring (Ordering) Physician
- Physician name
- National provider identifier (NPI)
- Phone & fax number

Rendering Facility
- Facility name
- Address
- National provider identifier (NPI)
- Tax identification number (TIN)
- Phone & fax number

Supporting Clinical
- Pertinent clinical information to substantiate medical necessity for the requested service
- CPT/HCPCS Code(s)
- Diagnosis Code(s)
- Previous test results

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Insufficient Clinical | Additional Documentation Needed

If during case build all required pieces of documentation are not received, or are insufficient for EviCore to reach a determination, the following will occur:

A hold letter will be faxed to the requesting provider requesting additional documentation.

The provider must submit the additional information to EviCore.

EviCore will review the additional documentation and reach a determination.

The hold letter will inform the provider about what clinical information is needed as well as the **date by which it is needed.**

Requested information must be received within the timeframe as specified in the hold letter, or EviCore will render a determination based on the original submission.

Determination notifications will be sent.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Prior Authorization Determination Outcomes

Determination Outcomes

- **Approved Requests:** Authorizations are valid for **30 days** from the date of the initial request.
- **Partially Approved Requests:** In instances where multiple CPT codes are requested, some may be approved and some denied. In these instances, the determination letter will specify what has been approved, as well as post-decision options for denied codes, including denied Site of Care (if applicable).
- **Denied Requests:** If a request is determined as inappropriate based on evidence-based guidelines, a notification with the rationale for the decision and post-decision/ appeal rights will be issued.

Notifications

- Authorization letters will be faxed to the ordering physician.
- Web-initiated cases will receive e-notifications if a user opted in to this method.
- Members will receive a letter by mail.
- Approval information can be printed on demand from the **EviCore portal**.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Special Circumstances

Retrospective Authorization Requests

- Retro requests are allowed for the first 90 days (DOS 7/1/24-9/29/24).
- After 90 days, retro authorizations are only allowed for retroactive enrollment.
- Requests other than retroactive enrollment will be administratively denied.

Urgent Prior Authorization Requests

- EviCore uses the NCQA/URAC definition of **urgent**: when a delay in decision-making may seriously jeopardize the life or health of the member
- Can be initiated on provider portal or by phone
- Urgent cases are typically reviewed within 24 hours.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

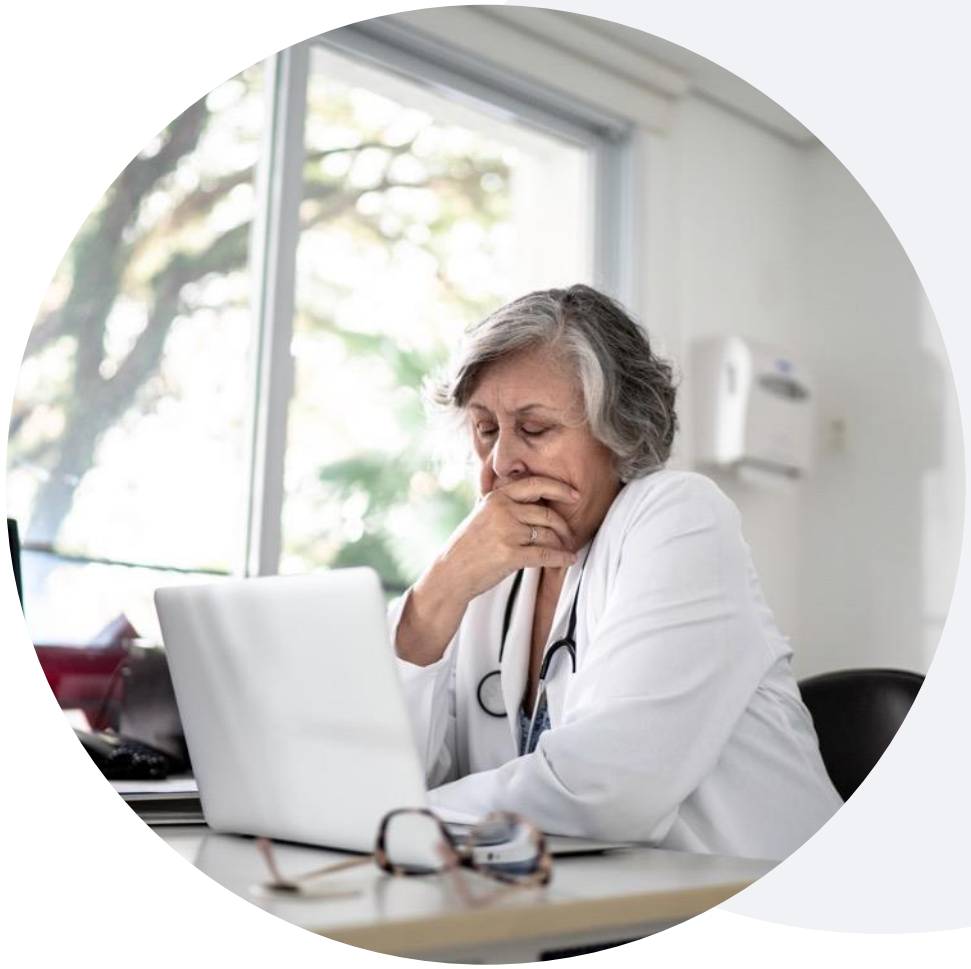
Special Circumstances (cont.)

Alternative Recommendation

- An alternative recommendation may be offered based on EviCore's evidence-based clinical guidelines.
- The ordering provider can either accept the alternative recommendation on the web or by phone during case build, and the recommended study will be approved instead of the original requested study.
- If the alternative recommendation is not accepted and the case is denied, the only option for the provider would be an appeal.

Authorization Update

- If updates are needed on an existing authorization, providers can contact EviCore by phone.
- If the authorization is not updated and a different facility location or CPT code is submitted on the claim, it may result in a claim denial.



EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Post-Decision Options
Medicaid Members

My case has been denied. What's next?

Your determination letter is the best immediate source of information to assess what options exist on a case that has been denied.

You may also call EviCore at **855-754-5527** to speak with an agent who can provide available option(s) and instruction on how to proceed.

Alternatively, select 'All Post Decisions' under the authorization lookup function on EviCore.com to see available options.

Peer-to-Peer

- Requests must be submitted within 3 business days after the determination date.
- Untimely reconsideration request will be treated as 1st level appeals.
- Requests can be submitted in writing or verbally via a Clinical Consultation with an EviCore physician.

Appeals

- EviCore will process first-level appeals.
- An appeal must be requested within 60 calendar days from the denial date.
- Only members and their authorized representatives may request an appeal.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Provider Portal

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Provider Portal | Features

Eligibility Lookup

- Confirm if patient requires clinical review

Clinical Certification

- Request a clinical review for prior authorization on the portal

Prior Authorization Status Lookup

- View and print any correspondence associated with the case
- Search by member information OR by case number with ordering national provider identifier (NPI)
- Review post-decision options, submit appeal, and schedule a peer-to-peer

Certification Summary

- Track recently submitted cases

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Provider Portal | Access and Compatibility

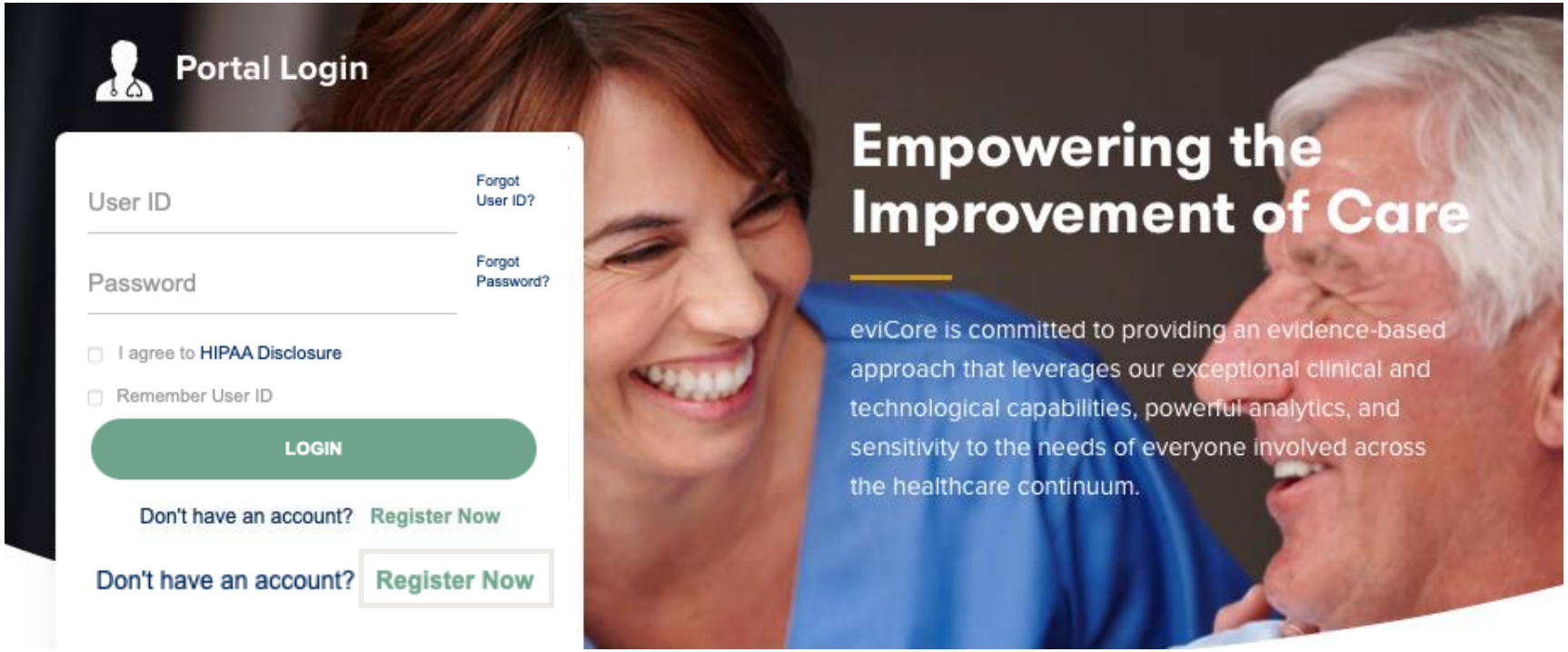
Most providers are already saving time submitting clinical review requests online vs. telephone

To access resources on the EviCore Provider Portal, visit EviCore.com/provider

Already a user?

Log in with User ID & Password

Don't have an account?
Click Register Now



EviCore's website is compatible with all web browsers. If you experience issues, you may need to disable pop-up blockers to access the site.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Creating an EviCore Provider Portal Account

Select **CareCore National** as the Default Portal.

Complete the User Information section in full and **Submit Registration**.

You will immediately be sent an email with a link to create a password. Once you have created a password, you will be redirected to the login page.

eviCore healthcare

* Required Field

Web Portal Preference

Please select the Portal that is listed in your provider training material. This selection determines the primary portal that you will using to submit cases over the web.

Default Portal*: --Select--

User Information

All Pre-Authorization notifications will be sent to the fax number and email address provided below. Please make sure you provide valid information.

User Name*:
Email*:
Confirm Email*:
First Name*:
Last Name*:
Address*:
City*:
State*: Selec
Zip*:
Office Name:
Phone*:
Ext:
Fax*:

Next

Web Support 800-646-0418

Legal Disclaimer | Privacy Policy | Corporate Website | Report Fraud & Abuse | Guidelines and Forms | Contact Us

Copyright © 2014 MedSolutions. All Rights Reserved.

EviCore By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Setting Up Multi-Factor Authentication (MFA)

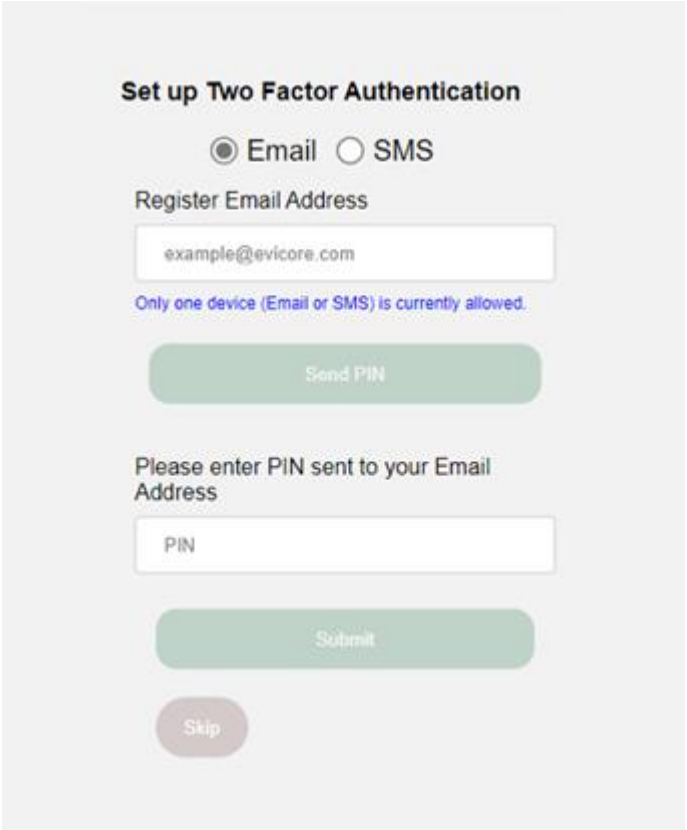
To safeguard your patients' private health information (PHI), we have implemented a multi-factor authentication (MFA) process.

After you log in, you will be prompted to register your device for MFA.

Choose which authentication method you prefer: Email or SMS. Then, **enter your email address or mobile phone number.**

Select **Send PIN**, and a 6-digit pin will be generated and sent to your chosen device.

After entering the provided PIN in the portal display, you will successfully be authenticated and logged in.



EviCore
By EVERNORTH

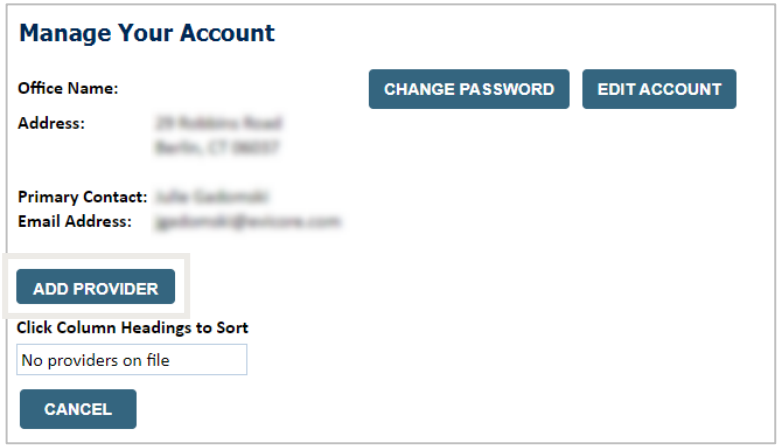
© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

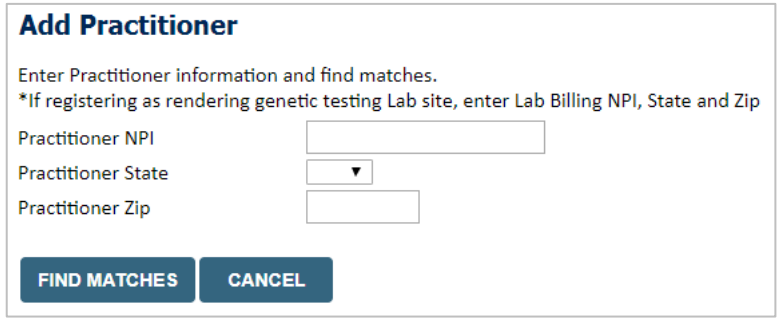
EviCore Provider Portal | Add Providers

Home | Certification Summary | Authorization Lookup | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | MSM Practitioner Perf. Summary Portal | Resources | Manage Your Account | Help / Contact Us

Providers will need to be added to your account prior to case submission

- Click the **Manage Your Account** tab to add provider information
- Select **Add Provider**
- Enter the NPI, state, and zip code to search for the provider
- Select the matching record based upon your search criteria
- Once you have selected a practitioner, your registration will be complete
- You can also click **Add Another Practitioner** to add another provider to your account
- You can access the **Manage Your Account** at any time to make any necessary updates or changes





EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Portal Case Submission

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Initiating a Case

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

To begin, please select a program below:

- ○ Durable Medical Equipment (DME)
- ○ Gastroenterology
- ○ Lab Management Program
- ○ Medical Oncology Pathways
- ○ Musculoskeletal Management
- ○ Radiation Therapy Management Program (RTMP)
- ◉ **Radiology and Cardiology**
- ○ **Sleep Management**
- ○ Specialty Drugs

CONTINUE

Click here for help

- Click **Clinical Certification** to begin a new request
- Select the **Program** for your certification
- Select **Requesting Provider Information**

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Search for and Select Provider

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Requesting Provider Information

Select the provider for whom you want to submit an authorization request. If you don't see them listed, click Manage Your Account to add them.

Filter Last Name or NPI:

SEARCH CLEAR SEARCH

	Provider
SELECT	12312312 - Provider Name

BACK CONTINUE

Click here for help

Search for and select the **Practitioner/Group** for whom you want to build a case

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Select Health Plan

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Choose Your Insurer

Requesting Provider: [illegible]

Please select the insurer for this authorization request.

Please Select a Health Plan ▼

BACK CONTINUE

- Choose the appropriate **Health Plan** for the request
- Select **CONTINUE**

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Enter Contact Information

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Add Your Contact Info

Provider's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:

☑ Receive notification of case status changes

BACK CONTINUE

Click here for help

- Enter the **Provider's name** and appropriate information for the point of contact individual
- Provider name, fax and phone will pre-populate, edit as necessary

NEW! Check this box to enable e-notification updates for any case status changes

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Enter Member Information

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

ELIGIBILITY LOOKUP

BACK

Click here for help

Enter **member information,** including: patient ID number, date of birth, and last name then click **ELIGIBILITY LOOKUP**

Search Results

	Patient ID	Member Code	Name	DOB	Gender	Address
SELECT	[illegible]		[illegible]	[illegible]	[illegible]	[illegible]

BACK

Confirm your patient's information and click **SELECT** to continue

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request

Enter Requested Procedure and Diagnosis

Home | Certification Summary | Authorization Lookup | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | MSM Practitioner Perf. Summary Portal | Resources | Manage Your Account

Requested Service + Diagnosis

This procedure has not been performed. CHANGE

Radiology Procedures

Select a Primary Procedure by CPT Code[?] or Description[?]

73721 ▼ MRI LOWER EXTREMITY JOINT W/O ▼

Don't see your procedure code or type of service? Click here

Diagnosis

Select a Primary Diagnosis Code (Lookup by Code or Description)

r68.89 LOOKUP

Trouble selecting diagnosis code? Please follow these steps

Select a Secondary Diagnosis Code (Lookup by Code or Description)

Secondary diagnosis is optional for Radiology

LOOKUP

BACK

Click here for help

Select appropriate **CPT** and **Diagnosis codes**

EviCore By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Verify Service Selection

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Requested Service + Diagnosis

Confirm your service selection.

Procedure Date: TBD
CPT Code: 73721
Description: MRI LOWER EXTREMITY JOINT W/O
Primary Diagnosis Code: R68.89
Primary Diagnosis: Other general symptoms and signs
Secondary Diagnosis Code:
Secondary Diagnosis:

Change Procedure or Primary Diagnosis
Change Secondary Diagnosis

BACK CONTINUE

Click here for help

- Verify requested service & diagnosis
- Edit any information if needed by selecting **Change Procedure** or **Primary Diagnosis**
- Click **CONTINUE** to confirm your selection

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Site Selection

Home | Certification Summary | Authorization Lookup | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | MSM Practitioner Perf. Summary Portal | Resources | Manage Your Account

Add Site of Service

Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI: Zip Code: Site Name:

TIN: City:

Exact match

Starts with

LOOKUP SITE

- Search for the **site of service** where the procedure will be performed (for best results, search with NPI, TIN, **and** zip code)
- **Select** the specific site where the procedure will be performed

eviCore intelliPath®

Real-time decision

Request is complete

EviCore By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Clinical Certification

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Proceed to Clinical Information

You are about to enter the clinical information collection phase of the authorization process.

Once you have clicked "Continue," you will not be able to edit the Provider, Patient, or Service information entered in the previous steps. Please be sure that all this data has been entered correctly before continuing.

In order to ensure prompt attention to your on-line request, be sure to click SUBMIT CASE before exiting the system. This final step in the on-line process is required even if you will be submitting additional information at a later time. Failure to formally submit your request by clicking the SUBMIT CASE button will cause the case record to expire with no additional correspondence from eviCore.

BACK CONTINUE

- Verify that all information is entered and correct
- **You will not have the opportunity to make changes after this point**

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Standard or Urgent Request?

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Proceed to Clinical Information

Urgency Indicator

If the case you are submitting is found NOT to meet one of the two conditions below, your case will be processed as a standards/routine, non Urgent request. If you have clinical information and this request meets the criteria for urgent, please indicate below.
In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case. If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Please indicate if any of the following criteria are true regarding urgency of this request :

- (•) A delay in care could seriously jeopardize the life or health of the patient or patient's ability to regain maximum function.
- ( ) A delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in the prior authorization.
- ( ) None of the above

Clinical Upload

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case.
If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen

UPLOAD

Proceed to Clinical Information

Is this case Routine/Standard?

YES NO

- If the case is **standard,** select **Yes**
- If your request is **urgent,** select **No**
- When a request is submitted as urgent, you will be **required** to upload relevant clinical information
- Upload up to **FIVE documents** *(.doc, .docx, or .pdf format; max 5MB size)*
- Your case will only be considered urgent if there is a successful upload

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request

Proceed to Clinical Information

Example Questions

Proceed to Clinical Information

Will there be any additional procedures needing prior authorization for the same patient, date of service, and site of service?

Yes No

SUBMIT

Attention!

Is this a request for a bilateral procedure of a previously requested authorization?

YES NO

Which anatomy will be examined with the requested study?

Hip Knee Ankle

SUBMIT

Finish Later

Did you know?
You can save a certification request to finish later.

- **Clinical Certification** questions may populate based on the information provided
- You can save your request and finish it later if needed (**Note**: You will have 2 business days to complete the case)
- Select **Certification Requests in Progress** to resume a saved request (this function is **not** available for single sign on (SSO) users)

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Request for Clinical Upload

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Proceed to Clinical Information

Clinical Upload

Please upload any additional clinical information that justifies the medical necessity of this request.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose File Test clinical.docx

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

UPLOAD SKIP UPLOAD

If **additional information** is required, you will have the option to upload more clinical information for review.

Tips:

- Providing clinical information via the web is the fastest and most efficient method
- Enter additional notes in the space provided only when necessary
- Additional information uploaded to the case will be sent for clinical review
- Print out a summary of the request that includes the case # and indicates ‘Your case has been sent to clinical review

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Request | Criteria Met

Summary of Your Request

Please review the details of your request below and if everything looks correct click SUBMIT

Your case has been Approved.

Provider Name:	[redacted]	**Contact:**	[redacted]
Provider Address:	[redacted]	**Phone Number:**	[redacted]
		Fax Number:	[redacted]
Patient Name:	[redacted]	**Patient Id:**	[redacted]
Insurance Carrier:	[redacted]		
Site Name:	[redacted]	**Site ID:**	[redacted]
Site Address:	[redacted]		
Primary Diagnosis Code:	R68.89	**Description:**	Other general symptoms and signs
Secondary Diagnosis Code:		**Description:**	
Date of Service:	Not provided		
CPT Code:	73721	**Description:**	MRI LOWER EXTREMITY JOINT W/O
Authorization Number:	[redacted]		
Review Date:	5/13/2020 1:52:08 PM		
Expiration Date:	6/27/2020		
Status:	Your case has been Approved.		

CANCEL | PRINT | CONTINUE

If your request is authorized during the initial submission, you can **PRINT the summary of the request** for your records.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Communication Relationship Management (ECRM)

For program-related questions or concerns, please submit inquiries via the **EviCore Communication Relationship Management (ECRM)** application. Common issues addressed through ECRM include:

- Questions regarding accreditation and/or credentialing
- Requests for an authorization to be sent to the health plan
- Complaints and grievances
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues
- Issues with EviCore's provider portal
  - You can also call a Web Support Specialist at 800-646-0418 (option 2)
  - Chat with web support on the EviCore Provider Resource page

ECRM is available **24/7**. Users can login or register **HERE**.

Additional Information about ECRM can be found on the **Providers' Hub**.

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Client and Provider Services

For eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research.

+ Access: ECRM Services
+ ECRM educational resources: ECRM Resources | EviCore by Evernorth
+ Trouble using ECRM? Send an email to: ECRMSupport@EviCore.com

Web-Based Services and Portal Support

+ Live chat
+ ECRM Services
+ Phone: **800-646-0418** (option 2).

Provider Engagement

- Regional team that works directly with the provider community.
- **Provider Engagement Manager Territory List**

Call Center

Call **855-754-5527**, representatives are available from 7 a.m. to 7 p.m. local time.

Contact EviCore's Dedicated Teams

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution lim

Provider Resource Website

EviCore's Client and Provider Services team maintains provider resource pages that contain client- and solution-specific educational materials to assist providers and their staff on a daily basis.

This page will include:

- Frequently asked questions
- Quick reference guides
- Provider training
- CPT code list

To access these helpful resources, visit:
https://www.evicore.com/resources/healthplan/vayahealth

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore's Provider Newsletter

Stay up-to-date with our free provider newsletter

To subscribe:

- Visit EviCore.com
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**
- Enter a valid email address

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resource Review Forum

The EviCore website contains multiple tools and resources to assist providers and their staff during the prior authorization process.

We invite you to attend a **Provider Resource Review Forum** to learn how to navigate EviCore.com and understand all the resources available on the Provider's Hub.

Learn how to access:

- EviCore's evidence-based clinical guidelines
- Clinical worksheets
- Existing prior authorization request status information
- Search for contact information
- Podcasts & insights
- Training resources

Register for a Provider Resource Review Forum:

Provider's Hub > Scroll down to EviCore Provider Orientation Session Registrations > Upcoming

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Thank You

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Appendix

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Peer-to-Peer (P2P) Scheduling Tool

EviCore
By EVERNORTH

10/5/2026

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | Schedule a P2P Request

If your case is eligible for a Peer-to-Peer (P2) consultation, a link will display, allowing you to proceed to scheduling without any additional messaging

- Log-in to your account at EviCore.com
- Perform **Clinical Review Lookup** to determine the status of your request
- Click on the **P2P AVAILABILITY** button to determine if your case is eligible for a Peer-to-Peer consultation
- Note carefully any messaging that displays*

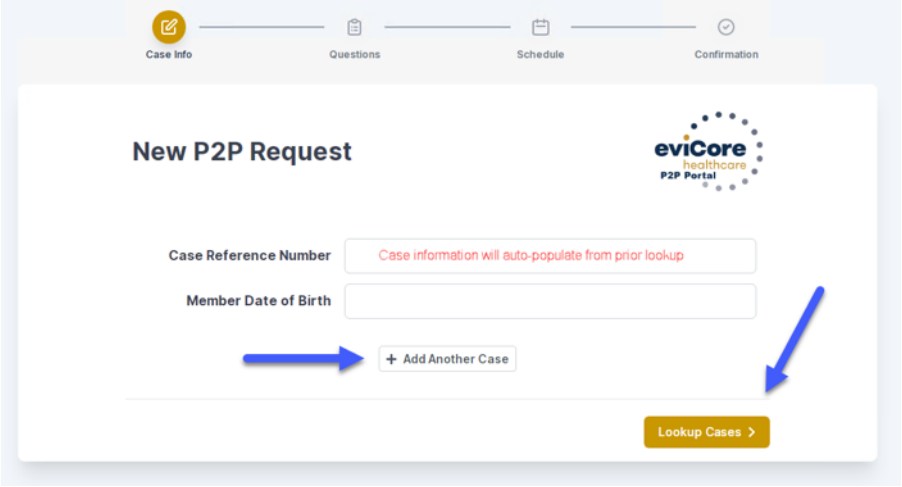
*In some instances, a Peer-to-Peer consultation is allowed, but the case decision can not be changed. In such cases, you can still request a **Consultative-Only Peer-to-Peer.** You can also click on the **ALL POST-DECISION OPTIONS** button to learn what other action can be taken.

Once the **Request Peer-to-Peer Consultation** link is selected, you will be transferred to our scheduling software via a new browser window.

EviCore
By EVERNORTH

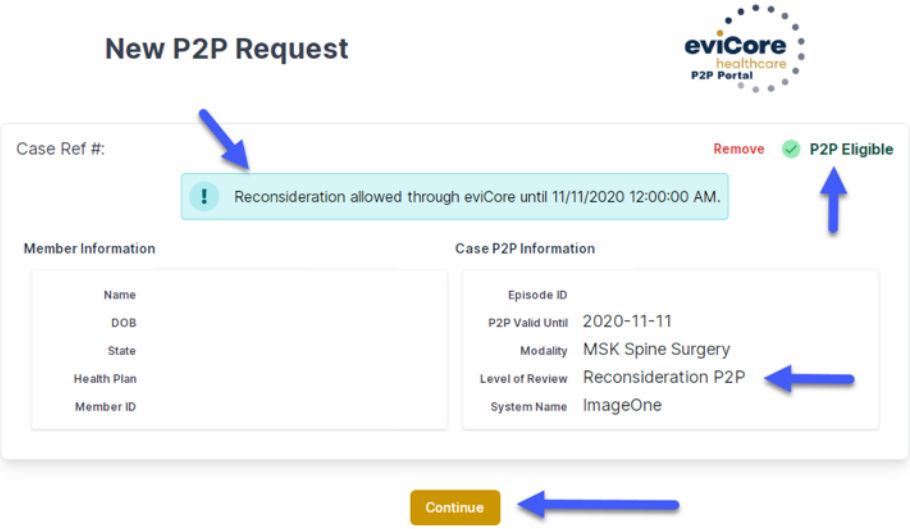
© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | Schedule a P2P Request (con't.)



- Upon first login, you will be asked to confirm your default time zone
- You will be presented with the Case Number and Member Date of Birth
- Add another case for the same Peer-to-Peer appointment request by selecting **Add Another Case**
- To proceed, select **Lookup Cases**

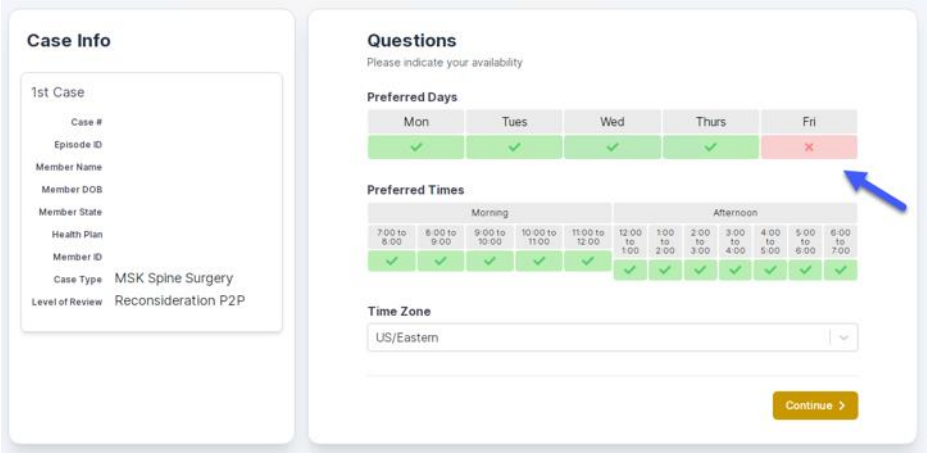
- You will receive a confirmation screen with member and case information, including the Level of Review for the case in question
- Click **Continue** to proceed

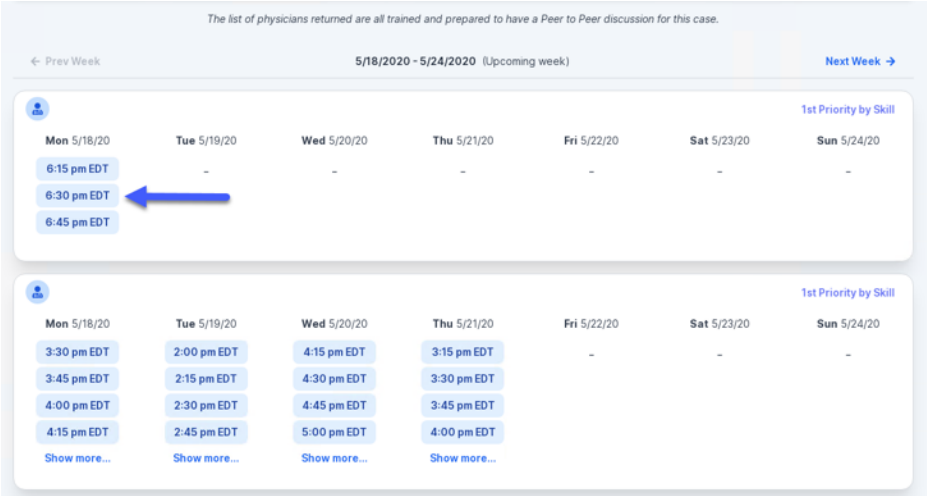


EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | Schedule a P2P Request (con't.)



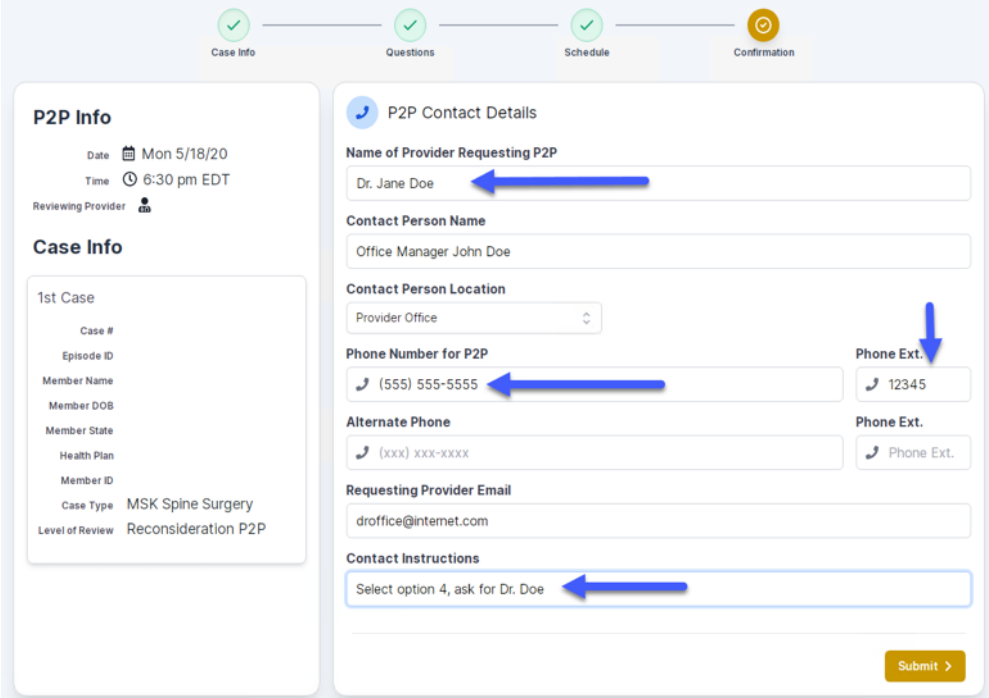


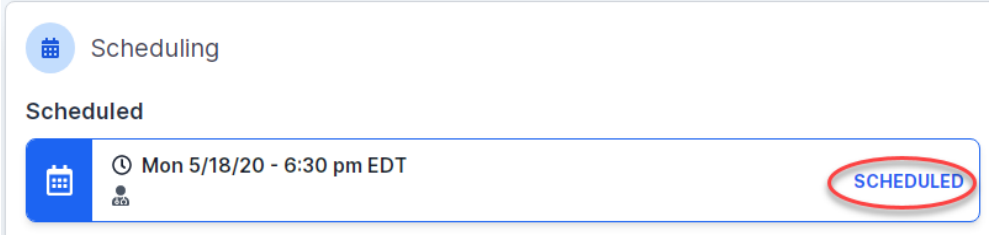
- You will be prompted with a list of EviCore Physicians / Reviewers and appointment options
- Select any of the listed appointment times to continue
- You will be prompted to identify your preferred days and times for a Peer-to-Peer consultation (all opportunities will be automatically presented)
- Click on any **green checkmark** to **deselect** that option and then click **Continue**

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | Schedule a P2P Request (con't.)





Update the following fields to ensure the correct person is contacted for the Peer-to-Peer appointment:

- Name of Provider Requesting P2P
- Phone Number for P2P
- Contact Instructions

Click **Submit** to schedule the appointment

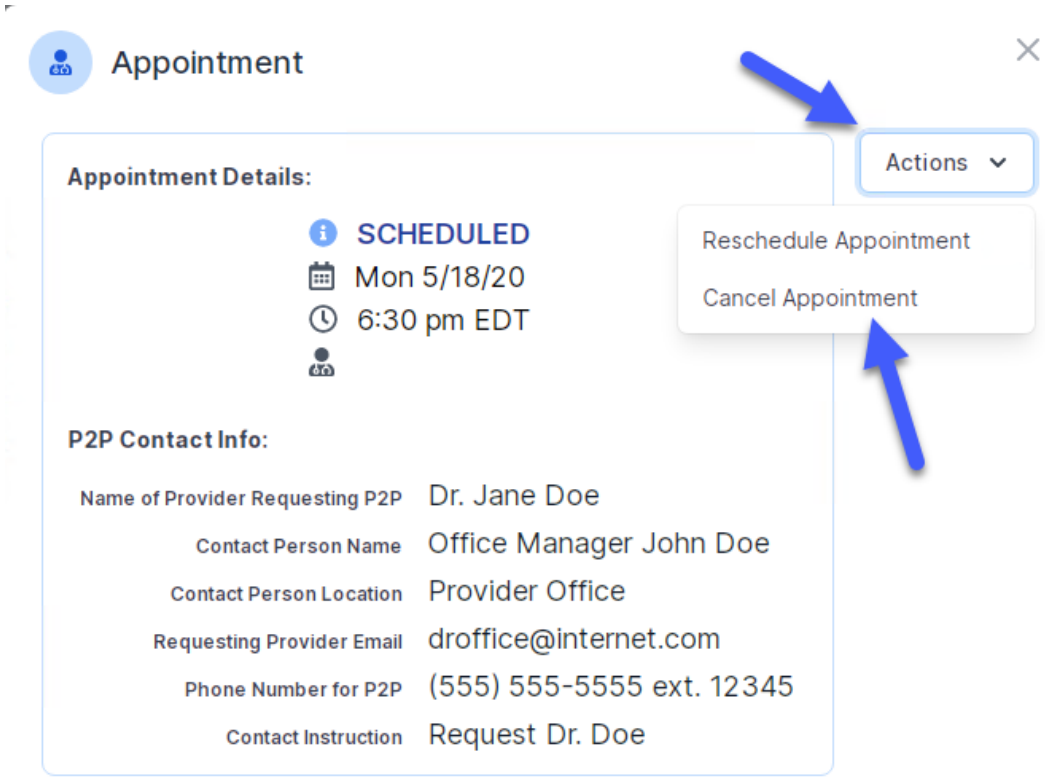
You will be presented with a summary page containing the details of your scheduled appointment

Confirm contact details

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | Cancel or Reschedule a P2P Appointment



- **To cancel or reschedule an appointment:**
- Access the scheduling software and select **My P2P Requests** on the left-pane navigation
- Select the request you would like to modify from the list of available appointments
- When the request appears, click on the schedule link. An appointment window will open
- Click on the **Actions** drop-down and choose the appropriate action
  - **If choosing to reschedule,** select a new date or time as you did initially
  - **If choosing to cancel,** input a cancellation reason
- Close the browser once finished

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | Contacts and Helpful Links

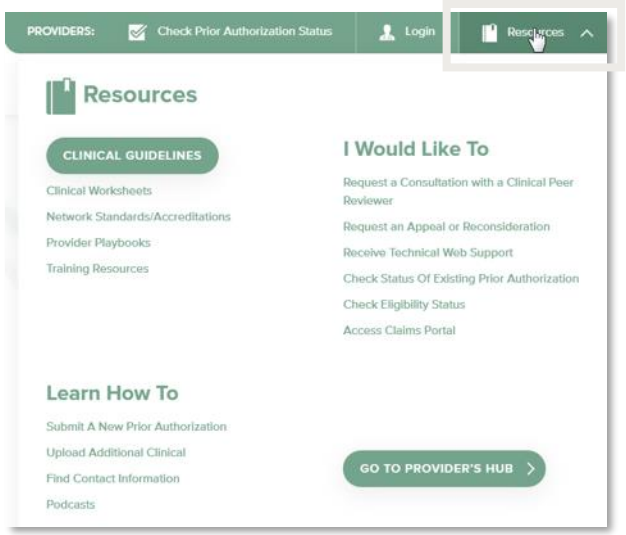
Web-Based Services	portal.support@EviCore.com	800-646-0418, option 2
Client Provider Operations	clientservices@EviCore.com	
Provider Engagement: Merritt Senters, Regional Provider Engagement Manager	merritt.senters@EviCore.com	615-778-5568
Worksheets	EviCore.com/provider/online-forms	
Clinical Guidelines	EviCore.com/provider/clinical-guidelines	
Request a Clinical Consultation	EviCore.com	

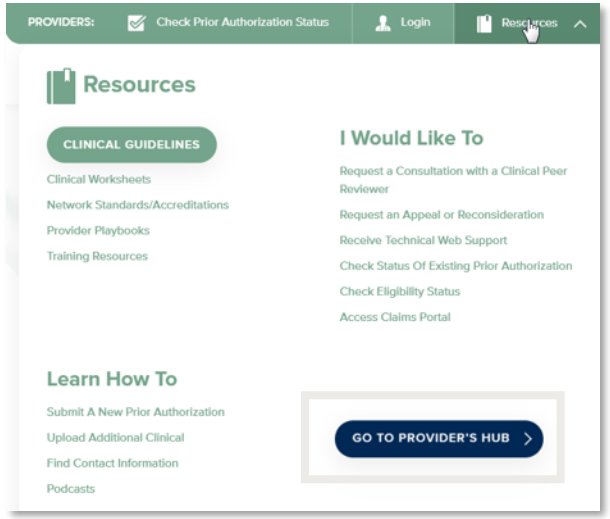
EviCore
By EVERNORTH

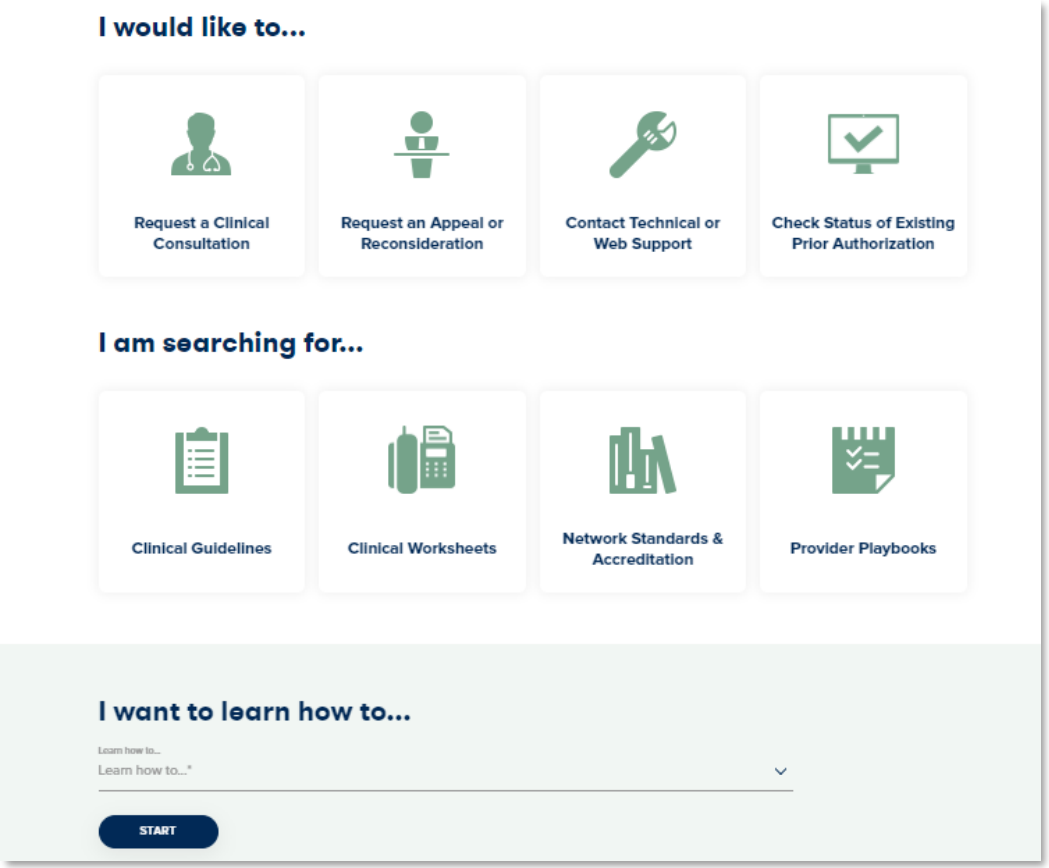
© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | EviCore Provider's Hub

Providers and staff can access important tools and resources at EviCore.com







Step 1

Open the **Resources** menu in the top right of the browser

Step 2

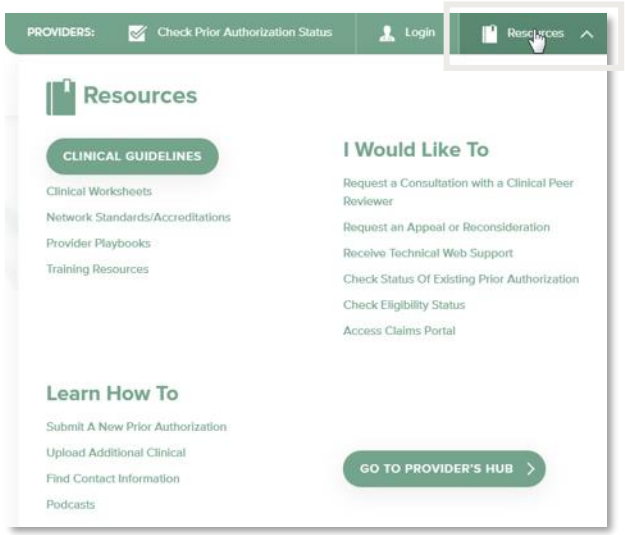
Select **GO TO PROVIDERS HUB** to access clinical guidelines, schedule consultations (P2P), and more

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

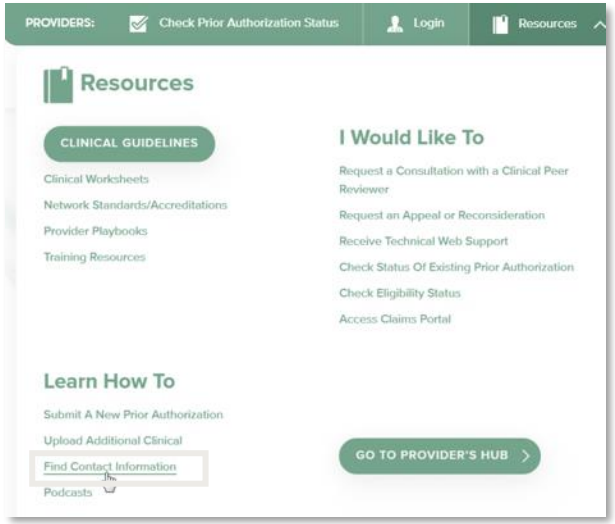
Provider Resources | Quick Reference Tool

Where can I locate plan-specific contact information?



Step 1

Open the **Resources** menu in the top right of the browser



Step 2

Select **Find Contact Information**

Step 3

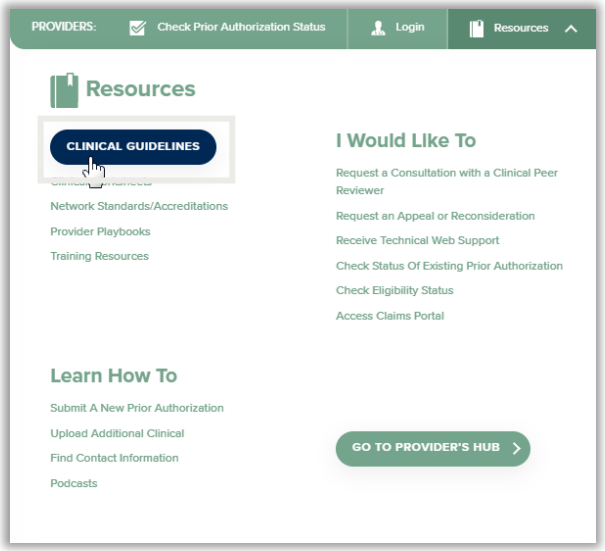
- Use **Select a Health Plan** and **Select a Solution** to populate the contact phone and fax numbers
- This will also advise which portal to use for case requests

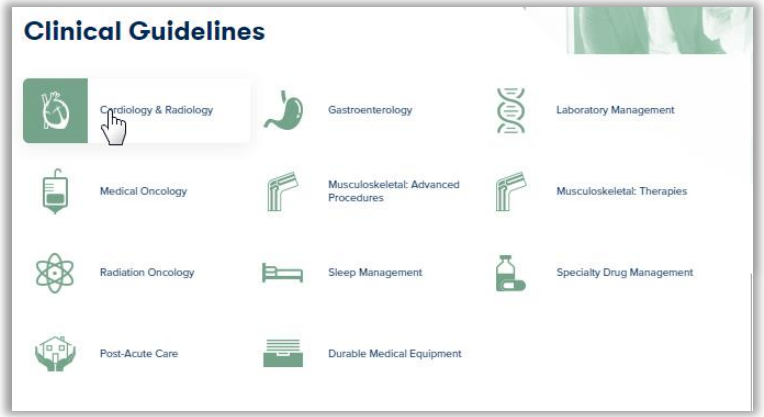
EviCore
By EVERNORTH

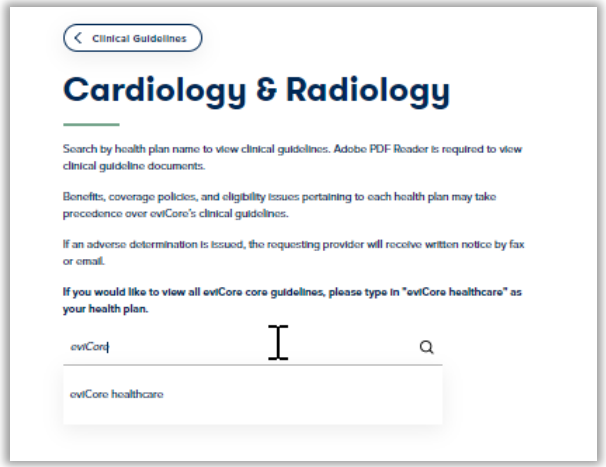
© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources | Clinical Guidelines

How do I access EviCore's clinical guidelines?







Step 1

- Open the **Resources** menu in the top right of the browser
- Select **Clinical Guidelines**

Step 2

Select the solution/program associated with the requested guidelines

Step 3

- Search by health plan name to view clinical guidelines
- If you would like to view all guidelines, type in "EviCore healthcare" as your health plan

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.