EviCore By EVERNORTH

Quick Reference Guide (QRG) Musculoskeletal Management Program

Blue Cross Blue Shield of North Dakota (BCBSND) has partnered with EviCore by Evernorth (EviCore) to provide patients with access to high-quality, medically appropriate care aligned with evidence-based guidelines.

EviCore will manage prior authorizations for spine and joint surgeries for eligible commercial migrated BCBSND members starting Dec. 18, 2026, for dates of service on or after Jan. 1, 2027.

Types of services requiring prior authorization

Spine surgery

Examples include:

- Spinal Fusion
- Spinal Decompression
- Discectomy
- Disc Arthroplasty
- Vertebroplasty
- Kyphoplasty

Joint surgery

Examples include:

- Arthroscopic Procedures
- Open Procedures
- Joint Replacements

View the list of CPT codes. BCBSND Provider Resource Page | EviCore by Evernorth

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The **ordering (requesting) provider** should obtain prior authorization before services are rendered in outpatient or inpatient setting. If the service needs to be performed in an inpatient setting, EviCore will perform the initial goal length of stay review based on Milliman Care Guidelines.

Please note that EviCore does not provide concurrent bed day management for inpatient admissions. All modifications/extensions to the approved length of stay are handled by BCBSND.

How to submit a prior authorization request

Availity web portal

- Website: Availity Essentials - Sign In

EviCore web portal

- Website: Provider's Hub | EviCore by Evernorth

Phone or fax

- EviCore intake: 855-252-1115

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EviCore is a separate company that provides utilization management services.

- Complete appropriate clinical worksheet available at: www.evicore.com/provider/online-forms, fax it to 800-540-2406

Information needed for authorization requests

Member information
- First and last name
- Date of birth
- Member ID

Ordering provider
- Name
- NPI
- TIN
- Phone/fax number

Rendering provider/facility
- Facility name
- NPI
- TIN
- Facility address

Clinical Information
- CPT code(s)
- Signs and symptoms
- Imaging/x-ray reports
- Relevant test results
- Working diagnosis
- Treatment history

Authorizations are **valid for 12 months** from approval date.
For inpatient procedures:
- Valid from date of service plus approved length of stay.

Inpatient services

If a procedure is approved by EviCore, and that procedure is performed in an inpatient setting:
1. EviCore will review medical necessity for the procedure and will also review medical necessity for the initial inpatient level of care (length of stay).
2. BCBSND will perform concurrent reviews (stay extension requests) for all inpatient stays.

Member eligibility and benefits

Verify through Availity Essentials - Sign In

Provider network status

Verify through Availity Essentials - Sign In or call BCBSND Provider Contact Center: 800-368-2312.

Clinical guidelines can be accessed at: www.evicore.com/provider/clinical-guidelines
Please note that EviCore, when applicable, will rely upon BCBSND clinical criteria.

Adverse determinations

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- Includes denial rationale and the guideline criteria relied upon.
- Includes reconsideration and appeal rights.

Reconsideration:

- Submit a written reconsideration request **within 14 calendar days** of the denial date and prior to submitting an appeal.
- Alternatively, the referring provider may schedule and/or request a **peer-to-peer clinical consultation,** with an EviCore medical director, within 14 calendar days of the denial date.

Appeal:

- Submit a written appeal request **within 180 calendar days** of the denial date.
- Alternatively, the referring provider may verbally request an appeal, schedule and/or request a peer-to-peer clinical consultation within 180 calendar days of the denial date.

Retrospective reviews

Retrospective requests must be submitted on the portal, or by calling EviCore's Intake center at 855-252-1115, within 30 calendar days following the date of service. Be prepared to provide all supporting clinical documentation.

Authorization revisions

For changes to approved authorizations, completed procedures or additional procedures, contact EviCore at: **855-252-1115.** Additional documentation may be required.

Claims submission

Continue submitting claims directly to BCBSND.

For program-related questions or concerns, please submit inquiries via the **EviCore Communication Relationship Management (ECRM) application.**

Common issues addressed through ECRM include:

- Issues experienced during case creation
- Reports on system issues
- Support for EviCore's provider portal

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

Additional Information about ECRM can be found on the ECRM Resource site.

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To reach Client and Provider Services:

- Call: **800-646-0418**
  - Option 4 for Client and Provider Services
  - Option 2 for Web Support

or

- Chat with Web Support online via “CHAT WITH US” at the bottom right side of your screen

Both are available Monday through Friday, 6 a.m. to 6 p.m. CT.

Additional resources

For educational materials and provider references: Blue Cross Blue Shield of North Dakota Provider Resource Page | EviCore by Evernorth

Key contacts

Resource	Contact
Availity Web Portal	Availity Essentials - Sign In
EviCore Web Portal	Provider's Hub | EviCore by Evernorth
EviCore Intake	855-252-1115
Online Forms/Worksheets	Clinical Worksheets & Online Forms | EviCore by Evernorth
Clinical Guidelines	Clinical Guidelines | EviCore by Evernorth
EviCore Support	800-646-0418
ECRM Resources	ECRM Resources | EviCore by Evernorth
EviCore Provider Engagement	Lisa.mekkelsen@evicore.com

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