

# The EviCore by Evernorth Quick Reference Guide

This guide is designed to assist providers with the precertification process.



## Precertification

Decisions for nonurgent precertification requests are typically made within two business days of receipt of all necessary clinical information.

All decisions are typically made within five business days. It is the responsibility of the provider to obtain precertification.

Precertification requests must include the following:

- Patient's name, date of birth and ID number from their Cigna Healthcare<sup>SM</sup> ID card
- Ordering provider's name, National Provider Identifier (NPI), Taxpayer Identification Number (TIN) and address
- Rendering facility's name, NPI, TIN and address

 [EviCore.com](https://www.EviCore.com)  [ClientServices@EviCore.com](mailto:ClientServices@EviCore.com)

 [EviCore.com/  
Precertification](https://www.EviCore.com/Precertification)  [800.646.0418, option 1](tel:800.646.0418)

## Clinical program worksheets

The appropriate online clinical worksheet should be completed to facilitate the precertification process. For easier navigation, worksheets are organized under various categories, including:

Cardiology	Gastroenterology
High-Tech Imaging	Sleep Management
Radiation Oncology	Post-Acute Care
Musculoskeletal: Advanced Procedures	

## Appeals

The handling of appeals is based on the program type as well as the customer's specific plan.

For a standard Cigna Healthcare appeal, visit the Cigna Healthcare for Health Care Professionals website (CignaforHCP.com).

For EviCore by Evernorth<sup>®</sup> appeals, review your appeal denial letter for instructions.

The Request Submission Form should be used for denied cases only.

For more information about appeals, call 800.918.8924

## Request a peer-to-peer discussion (schedule in advance)

For peer-to-peer review consideration, please submit an online request via our website. Our system will provide same-specialty matches when required based on the level of review or by state mandate.



Complete this form to request a peer-to-peer discussion. You can also call 888.693.3211, option 4, or live chat via the EviCore by Evernorth home page.

## Provider support

 [EviCore.com/  
Contact](https://www.EviCore.com/Contact)  [800.646.0418, option 4](tel:800.646.0418)

## Website support

 [Portal.Support@  
EviCore.com](mailto:Portal.Support@EviCore.com)  [800.646.0418, option 2](tel:800.646.0418)

**EviCore**  
By **EVERNORTH**



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