

## **eviCore FAQs Reimbursement Information**

**What is eviCore?** eviCore is a medical benefits management company for many different third party funders (insurance companies). They were formally known as CareCore International.

### **Where do I locate the Treatment Request Clinical Worksheet forms to request additional therapy sessions?**

All the Treatment Request Clinical Worksheet forms for all areas (adult neurologic, pediatric developmental, feeding and swallowing, and voice) can be located at <https://www.carecorenational.com/benefits-management/musculoskeletal-management/physical-medicine-program-tools-and-criteria.aspx>

Fill out the pdf and fax to eviCore (fax number located at the top of the form). Specific guidelines to help you complete the form are provided on this website. More comprehensive guidelines can be found here

<https://www.evicore.com/resources/pages/providers.aspx#ReferenceGuidelines>

You may also complete the form online through eviCore's website by registering at <https://www.evicore.com/pages/providerlogin.aspx> or you may request prior authorizations on [www.evicore.com](http://www.evicore.com). For information on registering or assistance using the web portal, please contact eviCore web support via email at [portal.support@evicore.com](mailto:portal.support@evicore.com) or via phone at 800-646-0418, option 2.

Or you could also complete the process phone at 1-800-918-8924

**What if I have not been able to complete all the eviCore visits in the authorized time frame?** Request a one-time 30-day time extension per authorization at 1-800-918-8924 or through [www.evicore.com](http://www.evicore.com). Please note that this time extension MUST be made within seven days prior to the end of the authorized end date.

### **What do I do if a session was conducted past the authorized end date?**

Contact eviCore at 1-800-918-8924 or through [www.evicore.com](http://www.evicore.com) to obtain a case number and then complete a Treatment Request Clinical Worksheet form referencing the case number to cover the session(s) that went past the end date as well as additional sessions going forward, if recommended and appropriate.

### **What do I do if treatment has been denied?**

eviCore will send you and the patient a denial letter outlining their Appeals process, just follow the process they outline, filing the appeal within 180 days from the date the denial letter was received. Send along any information that will be helpful and include any information requested in the denial letter. Submit the appeal by calling eviCore at 855-252-1115, or by appeals fax number 866-699-8128, or by writing:

Clinical Appeals  
eviCore Healthcare  
400 Buckwalter Place Blvd  
Mail Stop 600  
Bluffton, SC 29910

If you have a concern or complaint, please contact the WA State Insurance

Commissioner and file a complaint at <https://www.insurance.wa.gov/complaints-and-fraud/file-a-complaint/index.html>

Also, WSLHA is interested in keeping a story bank of these complaints to use with legislators when discussing the extreme challenges providers face with eviCore.

Please contact WSLHA Lobbyist Melissa Johnson at [melissa@bogardjohnson.com](mailto:melissa@bogardjohnson.com) with your story.