

**eviCore platform updates effective Oct. 28th, 2022.**

Effective October 28th, 2022, providers will need to select “**Highmark Medicaid**” when submitting prior authorizations through eviCore. Failure to select this option will result in a claim denial.

**Choose Your Insurer**

Requesting Provider:

Please select the insurer for this authorization request.

HIGHMARK MEDICAID

**Note:** Highmark Health Options requires an authorization if the member’s coverage is primary or secondary. If a member has Highmark Medicare or Commercial as their primary coverage, providers need to build a separate authorization for each health plan. eviCore will not be able to determine if a member has additional coverage. **For Highmark Medicare or Commercial authorizations, please continue to select “Highmark” when submitting prior authorizations through eviCore.**

**Choose Your Insurer**

Requesting Provider:

Please select the insurer for this authorization request.

HIGHMARK

**To request a prior authorization**

Log in to [eviCore](#) or call 1-888-564-5492 between 7 a.m. – 7 p.m. local time. If prior authorization is initiated via phone and additional clinical information is required, then fax information to 1-800-540-2406. Be sure to include the case number.

**For urgent requests**

If services are required in less than 48 hours due to medically urgent conditions, submit a request online at [evicore.com](#) and indicate that the procedure is not routine or standard. Providers can also submit urgent requests by calling eviCore toll-free at 1-888-564-5492. Mention to your eviCore representative that the request is for medically urgent care.

As a recommendation, ordering physicians can request prior authorization and then forward the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service performed is different than what was initially authorized, the rendering facility must contact eviCore to make revisions and authorization before submitting a claim.

**Need an eviCore account?**

Click on "Register for an account" at [evicore.com](https://evicore.com) and follow prompts.

**Have questions about requesting authorizations or using the web portal?**

For instructions on how to submit authorization request on eviCore's web portal, please visit the [provider resource site for Highmark Health Options](#).

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at [portal.support@evicore.com](mailto:portal.support@evicore.com) or via phone at 1-800-646-0418 (Option 2).