

## Issue now resolved: eviCore healthcare<sup>®</sup> call center phone and fax lines are currently unavailable

*eviCore's phone and fax lines are now working. However, callers are experiencing longer than normal hold times. We recommend that you continue to submit prior authorization requests through the eviCore portal, rather than calling to submit requests.*

The phone and fax lines for the eviCore call center aren't currently working. Although the phone line for eviCore's call center (1-855-774-1317) rings, representatives are unable to answer and you won't be forwarded to voicemail.

While eviCore works to resolve this issue, use the eviCore provider portal to submit prior authorization requests.

To access the eviCore provider portal:

1. Log in to our provider portal ([availity.com](https://availity.com)\*).
2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
3. Click the *eviCore Provider Portal* tile on the Applications tab.

Note that the eviCore provider portal provides the fastest and most efficient way to submit prior authorization requests.

We apologize for the inconvenience and we'll let you know when this issue has been resolved.

As a reminder, eviCore manages authorizations for the following services:

- Radiation oncology — For Blue Cross Blue Shield of Michigan commercial, Medicare Plus Blue, Blue Care Network commercial and BCN Advantage members
- Outpatient physical, occupational and speech therapy — For BCN commercial and BCN Advantage members
- Physical medicine services by chiropractors or by athletic trainers — For BCN commercial members

\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity<sup>®</sup> is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.

eviCore healthcare is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services.