FLASH: eviCore Experiencing Issues

May 28, 2019

Many providers have notified us that they are unable to obtain preauthorization through eviCore online. When they call eviCore, they are told that Health Alliance is out-of-network.

We've notified eviCore about the problem, and their technical team is working urgently on resolving the issue. A fix will be in place by tomorrow morning.

Requests for urgent cases can still be made by calling eviCore at 1-844-303-8452. When possible, please delay any routine requests until tomorrow when web capabilities are restored.

If you have questions, contact your provider relations specialist.

Contact Us

1-800-851-3379, option 3