



July 14, 2017

Web Announcement 1407

Attention All Providers Requesting Prior Authorizations via Fax before July 24, 2017

Requests for prior authorization faxed before July 24, 2017, should not also be requested through the Provider Web Portal (PWP). Requesting PAs through the PWP after faxing them will only create a duplicate request and delay the authorization process. If you question whether or not your fax was received, please call Prior Authorization Customer Service at (800) 525-2395. Only new requests not previously faxed are to be requested via the Provider Web Portal. Dental/Orthodontia, Personal Care Services and Adult Day Health Care providers may begin uploading requests for prior authorization through the PWP beginning July 24, 2017.