



## **We're Retiring the Fax Number You Use For Medical Prior Authorization Requests See How Our Online Tools Are Better Than Faxing**

We're always looking for ways to put the power of self service in your hands and make it easier to do business with us. On average, it takes less than 5 minutes to submit a new request and less than 3 minutes to check the status of a request when you use the Prior Authorization and Notification tool on Link. In fact, the tool is part of the same website you may already use to check eligibility and benefits, manage claims, and update your demographic information.

On July 1, 2019, the UnitedHealthcare Community Plan of North Carolina Dual Special Needs Plan (DSNP) fax number, **844-826-4677**, you use for medical prior authorization requests will retire. Start using the **Prior Authorization and Notification tool** today to submit your requests and see how our online tools are better than faxing.

### **Benefits and Features of Self Service**

With the Prior Authorization and Notification tool **you can**:

- **Determine if prior authorization or notification is required** and **submit a new** request online.
- **Get a reference number**, even when prior authorization or notification isn't required.
- **View medical records requirements** for common services, add an **attachment or medical notes** to a new or existing submission, and **make changes** to case information.
- **Check the status** of your requests – even those made over the phone.

To get started, go to [UHCprovider.com](http://UHCprovider.com) and click on the Link button in the top right corner. Then, select the **Prior Authorization and Notification** tile on your Link dashboard. If you're unable to use the Prior Authorization and Notification tool on Link, call Provider Services at the number on the back of the member's ID card to submit a request by phone.

### **Questions? We can help.**

If you haven't used the tool before, we have lots of resources to make it easy for you to get started. Go to [UHCprovider.com/paan](http://UHCprovider.com/paan) to get a quick reference guide or view our short video tutorials. You can also learn more about the tool during one of our training sessions. Sign up today at [UHCprovider.com/training](http://UHCprovider.com/training).