



Provider Alert

We're Retiring Fax Numbers Used for Medical Prior Authorization Requests

We're continuously looking for ways to provide greater administrative simplicity for care providers and reduce the costs of doing business with us. As part of this effort, we're retiring certain fax numbers for medical prior authorization requests and asking you to use the ***Prior Authorization and Notification tool on Link*** — ***the same website you already use to check eligibility and benefits, manage claims and update your demographic information.***

The fax numbers retiring on Jan. 1, 2019, are:

877-269-1045

866-362-6101

866-892-4582

866-589-4848

866-255-0959

More numbers will be added to this list over the next several months. We'll let you know which numbers are being retired in the Network Bulletin and at UHCprovider.com/priorauth.

Some Fax Numbers Won't Retire

Some plans have a state requirement for fax capability and will continue to use their existing fax number for their members. ***However, you can still use the Prior Authorization and Notification tool on Link to submit requests for those members.*** Some retiring fax numbers are also used for inpatient notification. When those numbers retire, we'll publish alternate fax numbers for inpatient notification.

Learn More

For more information about this change, go to UHCprovider.com/priorauth. For more information about the Prior Authorization and Notification tool, go to UHCprovider.com/paan.

We're Here to Help

If you have questions, please call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday. Thank you.