

# Provider Update

## Now Available! Online Precertification Appeals

**Background:** To continue to simplify processes and make our website a valuable resource for you, we are adding a new feature to our precertification status tool — the ability to appeal denied requests.

✦ **What this means to you:** Save time and effort — use our online tool to appeal denied requests.

### **How it works**

You can appeal denied precertification requests and review their appeal status. Once you complete the request and upload supporting documents in one of the acceptable file formats (Microsoft Word and Excel Files, PDFs or TIFFs), you receive a confirmation number making it easy to follow up on your request.

### **How to access the tool**

The tool is located on our website. You must be a registered user to access the tool.

Don't have a login?

- Select **Login Help** from the top menu bar.
- Complete the **New User Registration Page**.

On our website, you will also find online tutorials to guide you through the precertification appeal process and other helpful functions.

### **Need help?**

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

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