

Provider Update

Now Available! Online Preauthorization Appeals

Background: To simplify processes and make our provider self-service site even more valuable to you, we're adding a new feature to our preauthorization 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 preauthorization requests and review their appeal status right from our site. 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'll receive a confirmation number, making it easy to follow up on your request.

How to access the tool

Log in to our provider self-service site to use the tool. You must be a registered user to access the tool.

Don't have a username and password?

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

On our provider self-service site, we also offer online tutorials to guide you through the preauthorization 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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