Behavioral health fax back notification

Summary of change: Currently, if a provider submits a request for authorization via fax, the behavioral health (BH) call center team will send the provider a fax that provides the reference number for the case.

What is the impact of this change?
Beginning on December 12, 2019, the BH team will no longer send a fax back with a reference number once we receive a fax. Providers can obtain a reference number for their case by using the Interactive Care Reviewer (ICR) via the Availity Portal.

Providers can also monitor the progress of the case through the ICR and view the case status and disposition.

What if I need assistance?
If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730 Monday-Friday from 7:30 a.m.-6 p.m. CT.