

# Provider Update

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## 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.

<https://providers.amerigroup.com>

