

# Provider Update



## Requests for authorization of autism waiver services

**Summary of change:** Effective immediately, providers will need to fax the *Autism Waiver Outpatient Treatment Request* form to 1-800-505-1193 in order to obtain authorization.

✦ **What this means to you:** The process for submitting requests for authorization of autism waiver services has changed. Rather than emailing the request form to the designated autism waiver contact, providers will need to fax the forms to the fax number provided.

### **What is the impact of this change?**

This change aligns the process with utilization management protocols, as well as ensures the availability of staff to respond to your request in the event that the designated contact is unavailable.

Providers will still receive acknowledgement of authorizations. If you have not received confirmation within 10 days, please contact Provider Services at 1-800-454-3730.

### **What if I need assistance?**

If you have questions, please contact your local Provider Relations representative or call our Provider Services team at 1-800-454-3730.