



## FLASH: Preauthorization Is Moving to Guiding Care – Don't Miss Out On Training

11/21/19

For dates of service on or after January 1, 2020, Clear Coverage and the Health Alliance portal will be replaced with a new preauthorization system called Guiding Care. Providers and their office staff members are invited to join one of our upcoming webinars to learn more about Guiding Care.

Anyone responsible for submitting preauthorization requests for our members should register for one of the **online training sessions** listed below:

[Wednesday, December 4th at 10 a.m. CST](#)

[Wednesday, December 4th at 2 p.m. CST](#)

[Wednesday, December 11th at 10 a.m. CST](#)

[Wednesday, December 11th at 2 p.m. CST](#)

[Wednesday, December 18th at 10 a.m. CST](#)

[Wednesday, December 18th at 2 p.m. CST](#)

### How to Register

After you've clicked on a session above, you'll be taken to CenturyLink Guiding Care Pre-Authorization Training to register. Once registered, you will receive an email that includes:

- Toll-free phone number and access code you'll need for the session's audio
- A link to the online session
- A link to test your computer for compatibility prior to the meeting.

Save this registration email to access your session and/or add to your Calendar by clicking the Outlook Calendar link in the email message.

You will be able to access the presentation materials starting December 4<sup>th</sup> by using the Provider Resources link in the Forms & Resources section of Your Health Alliance for providers. Or you can get a copy of the presentation slides by emailing [ProviderRelations@healthalliance.org](mailto:ProviderRelations@healthalliance.org).

If you have questions, please contact your provider relations specialist.