



FLASH: Preauthorization Extended Due to COVID-19 and Provider Portal Issues Resolved

March 19, 2020

Preauthorization Extended Due to COVID-19

Due to the likelihood of elective procedures, testing and provider office visits being postponed due to COVID-19, Health Alliance will extend all preauthorizations from 90 days to 180 days. This includes preauthorizations made through eviCore and preauthorizations for DME.

If you have questions, contact your provider relations specialist.

Provider Portal Issues Resolved

Thanks for your patience this morning as our team diligently worked through issues with portions of our provider portal being down. All issues have since been resolved.

If you have questions, contact your provider relations specialist.