



INFORMED

FLASH: Urgent Authorization Requests for Acute Inpatient Hospitals and Skilled Nursing Facilities for Saturday On Call Hours

November 12, 2020

There is a new contact number for urgent authorization requests for acute inpatient hospitals and skilled nursing facilities for Saturdays from 9 a.m. - 2 p.m.

For all urgent authorization requests during our on call hours from 9 a.m. - 2 p.m each Saturday, providers should phone (800) 851-3379, enter 902-8949 and leave a detailed message. Previously, providers were only told to enter "8949," but this has now changed and you should always enter "902-8949" for these urgent requests.

If you have any questions, please contact your provider relations specialist. Thank you for all you do for the care of our members.