



FLASH: Altruista-Guiding Care Upgrade

June 24, 2021

Altruista-Guiding Care will be undergoing a system upgrade beginning Friday, June 25th at 5:30 PM CST, 3:30 PM PST until 8:00 AM CST, 6:00 AM PST Monday, June 28th. The system will be unavailable during the upgrade and you won't be able to submit Altruista prior authorization requests. **Please hold your requests until the morning of Monday, June 28th.**

Once the upgrade is complete you should see only minimal “cosmetic” changes such as different fonts or formats. **There won't be any changes to the process of submitting a prior authorization request.**

If you have any questions, please reach out to your Provider Relations Specialist.