

Provider Network News

Topic – Prior Authorizations Reprocessing Alert

PCHP is currently reprocessing all prior authorizations received between May 4, 2022 and May 6, 2022 because of an unforeseen technical error. Prior authorizations sent to PCHP since May 4, 2022 are currently delayed for processing. Urgent/expedited requests are a priority; if you have not received authorization for an urgent/expedited request by definition, please send the fax confirmation, member ID, and/or portal confirmation number for the request to **PCHPUMPreAuths@phhs.org**.

Urgent/expedited pre-service Definition: For prior authorization of urgent/expedited pre-service care, a decision will be made as expeditiously as a member's condition requires and no later than 72 hours after receipt of the request.

Prior authorizations can be submitted through the **PCHP Provider Portal** or by faxing them to **1-844-303-1382**. For more information about prior authorizations, please consult the **PCHP website** or the **PCHP Provider Manual**.

We expect to complete the reprocessing of all affected prior authorizations by June 3, 2022.

Need help with authorizations and other issues?

Please contact Provider Customer Service at:

HEALTHfirst – 1-888-672-2277

KIDSfirst – 1-888-814-2352

Call Monday through Friday 8 am to 5 pm CST