UnitedHealthcare-Retiring Fax Numbers Used for Medical Prior-Authorization-Phase 2 Fax Numbers Released

October 01, 2018

In September 2018, UHC announced that they were retiring certain fax numbers used for medical prior authorization requests. They're releasing the second set of fax numbers to retire on Jan. 1, 2019. Instead of faxing the requests, please use the Prior Authorization and Notification tool on Link. Go to **UHCprovider.com/ priorauth** for full program details.

Some Fax Numbers Won't Retire

Some plans have a state requirement for fax capability and will continue to use their existing fax number for their members. However, you can still use the Prior Authorization and Notification tool on Link to submit requests for those members.

The fax numbers retiring on Jan. 1, 2019, are:

Phase 1	Phase 2
877-269-1045	866-537-9371
866-362-6101	800-789-0714
866-892-4582	800-352-0049
866-589-4848	800-538-1339
866-255-0959	800-676-4798

More numbers will be added to this list over the next several months. We'll let you know which numbers are being retired in the Network Bulletin and at **UHCprovider.com/priorauth.**

Requests for Additional Information

If UHC asks you for more information about a prior authorization request, you can attach it directly to the case using the Prior Authorization and Notification tool on Link. If you can't access Link, you can use the fax number included on the request for more information.

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New Fax Numbers for Admission Notifications

While UHC encourages the use of the Prior Authorization and Notification tool on Link or EDI (278N) electronic transaction for Admission Notifications, they will continue to maintain a fax channel for these notifications. Effective Jan. 1, 2019, the following new fax numbers replace the retiring fax numbers for Admission Notifications:

⇒ UnitedHealthcare Commercial Admission Notifications: 844-831-5077 is replacing 800-789-0714 and 800-352-0049.

⇒ UnitedHealthcare Medicare Advantage and Medicare Special Needs Plans Admission Notifications: 844-211-2369 is replacing 800-5381339 and 800-676-4798.

Please do not use these fax numbers for prior authorization request submissions as this will result in a misdirect and delay processing of your request.

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Other Ways to Submit a Prior Authorization Request

If you're unable to use the Prior Authorization and Notification tool on Link, you can continue to call Provider Services at **877-842-3210** to submit a request by phone.

Quick Start: Using the Prior Authorization and Notification Tool

Access the tool by clicking on the Link button in the top right corner of this screen and signing in. Learn more at **UHCprovider.com/paan**

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With the Prior Authorization and Notification tool on Link, you can check if prior authorization or notification is required, submit your request and check status – all in one place. Use it to:

⇒ Submit a new prior authorization request or inpatient admission notification.

⇒ Get a reference number for each submission, even when prior authorization or notification isn't required.

⇒ Add frequently selected care providers and procedures to your favorites list for quick submissions.

⇒ View medical records requirements for common services, and add an attachment to a new or existing submission.

⇒ Update an existing request with attachments, add clinical notes or make changes to case information.

Access the Prior Authorization and Notification tool by clicking on the Link button in the top right corner of this screen and signing in. New to Link? Click on New User or go to **UHCprovider.com/newuser**

Register for training at UHCprovider.com/training to learn about using the Prior Authorization and Notification tool. Learn more at **UHCprovider.com/paan**