



PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

IMPORTANT NOTICE: New Process for Authorization Status Goes into Effect May 9, 2024 for Availity Pilot Participants

Effective Date: May 9, 2024

Providers Affected: Availity Pilot Participants

Type of Change: Availity Prior Authorization Process

Explanation of Change:

Due to a systems issue, the Availity authorization inquiry feature, previously used to inquire about the status of authorizations submitted via Availity, will no longer include our Priority Partners, Employer Health Programs (EHP) and Advantage MD health plans, effective May 9, 2024.

To ensure a smooth transition and allow you to continue checking the status of authorizations in real time, **we encourage you to use the authorization dashboard provided within the Availity platform.** This dashboard offers a comprehensive view of all submitted authorizations, including their current status.

We understand this change may deviate from your current way of determining status. If you have any questions or require further assistance regarding this change, please call our Provider Relations department at 888-895-4998 (option 4) or reach out to your Provider Relations network manager or representative.