![CarePlus Health Plans logo]

Changes to the CarePlus Precertification (Authorization) Phone Line

Effective October 5, 2020, the CarePlus Health Services Precertification (Authorization) department will be making the following changes to its phone line in order to improve timely responses that meet the needs of our members and providers.

- Telephonic precertification requests will be accepted for dates of services that will occur within three (3) days or sooner from the date of the call.

- Precertification requests for dates of service greater than three (3) days from the date of the call, the requestor will be notified to submit the request electronically via PWS (www.CarePlus-hp.com/pws.htm) or Availity (www.Availity.com) or via fax.

- Providers calling to inquire on an approved authorization will be re-directed to utilize PWS or Availity (this does not apply to Specialist Physicians).

- A maximum of five (5) telephonic precertification requests will be accepted per call.

When calling the Precertification phone line, please make sure to have all the necessary information (e.g. member demographics, procedure/diagnosis codes, provider information, Tax ID number, NPI Number, etc.) readily available upon the intake of the call.

As a reminder, authorizations submitted electronically via PWS or Availity are CarePlus' preferred methods of receiving authorizations, as it provides a faster turnaround in getting the authorization processed. However, if you wish to fax the authorization request, you can do so by utilizing the CarePlus Health Services Referral Request Form located on the CarePlus website under "Forms, Manuals and Resource Library".

If you do not have access to PWS or Availity or your office is experiencing issues logging on, please contact your designated provider services executive or call the CarePlus Provider Operations department at 1-866-220-5448, Monday through Friday, 8 a.m. to 5 p.m., Eastern Time.

Thank you for your continued care of your CarePlus-covered patients.

Sincerely,

CarePlus Health Services department