

October 5, 2020

AUTOMATED PRIOR AUTHORIZATION PROCESS

Dear Provider:

Earlier this summer, we communicated that Community Health Choice (Community) would provide an automated prior authorization solution for Providers in our networks, including a means for fully automated authorization responses. However, while the complete functionality of the tool is unavailable at this time, Community strives to provide excellent service to our entire network and will continue to work toward improving your experience with us.

You will soon receive additional information about a solution in our Provider Portal with benefits including:

- easy submission of prior authorization requests,
- access to an online catalogue of procedures that require Prior Authorization, and
- visibility of authorization status.

If you have any questions, please contact your Provider Engagement Representative or contact Provider Services at 713-295-2295 (Medicaid/CHIP), 713-295-6704 (Marketplace) or 713-295-5007 (HMO D-SNP) should you have any questions.

Sincerely,

Provider Relations
Community Health Choice