

December 8, 2025

**PROCESS UPDATE FOR PRIOR AUTHORIZATION DETERMINATIONS VIA FAX
BEGINNING JANUARY 12, 2026**

SUMMARY OF NOTIFICATION

Dear Providers,

Community Health Choice (CHC) is happy to announce we are expanding our “Green Efforts” and reducing the volume of standard mail. Beginning January 12, 2026, CHC will begin sending authorization determination faxes that include all elements of the traditionally mailed letters. This will reduce the wait time from the decision date to the final determination letter information, including appeals forms. Not only will this change reduce wait times, but by including all required information in the fax, it reduces the environmental impact of paper and fuel waste.

This is a great time to update any fax numbers with CHC to reduce any delays in communication. As always, make sure the authorization request contains the appropriate fax number on submission if not utilizing the portal.

If you have any questions or concerns, please contact your Community Provider Performance Manager (provider representative).

Email: ProviderRelationsInquiries@CommunityHealthChoice.org