



October 14, 2016

UCare's New Behavioral Health Prior Authorization Fax Number

As communicated in recent provider bulletins and in the September issue of *health lines*, UCare will no longer use Beacon Health Strategies to perform utilization review of behavioral health prior authorization requests.

Beginning today at 5:00 p.m., UCare will perform behavioral health utilization management services in-house. As a result of this transition, there are new fax numbers to submit prior authorization requests. **Please submit all prior authorization requests for behavioral health services to 612-884-2033 or 1-855-260-9710 toll free.** The fax number for submitting claims adjustments has not changed. Please continue to submit claims adjustment requests to 612-884-2186.

Prior authorization forms have been updated with these new fax numbers and are posted at www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx.

If you have questions about this transition, please contact the Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free.