

Helpful Tips for Authorization Requests

When you submit a request for authorization through availity.com or fax us supporting documentation for authorization requests, you'll get the best results by following these tips:

- If your authorization holds with the status reason *Requires Medical Review* and you have clinical information to discuss by phone with our nurse, simply call us at 800-955-5692 for a quicker review.
- Remember to include only **one** Authorization/Reference number on your fax cover sheet and/or medical records.
 - a. Be sure the Authorization/Reference number you provide is correct for your specific authorization
 - b. Each time a fax request is sent the Authorization/Reference number is required, even if you previously submitted a request for the same member
 - c. Avoid handwriting the Authorization/Reference number on your fax cover sheet or medical records
 - d. Always **type or print** the Authorization/Reference number to avoid delays with your request
- When sending medical records for a NICU request, **do not** include the mother's authorization number – it will attach the medical records to the wrong authorization.

Utilization Management fax numbers to use:

Pre-Service Medical Review

- General/VPCR/VPSS: 877-219-9448
- FEP Preservice/VPCR: 866-441-1569
- Medicare Advantage/BlueMedicare SM/
Medicare PPO: 904-301-1614
- Rx: 904-905-9849
- State Account Preservice/VPCR:
866-441-1568
- Transplant: 904-357-6331

Concurrent Review

- Federal or State Group Members:
850-479-6686
- Commercial Members (South Region):
813-806-1428
- Commercial Members (North Region):
407-804-4432
- Commercial Subacute (South Region):
954-714-4143
- Commercial Subacute (North Region):
305-716-2731
- Medicare Members: 954-714-4109
- Subacute Medicare: 813-806-1277
- Out of State Providers: 904-357-6087

¹ Availity LLC is a multi-payer joint venture company. Visit availity.com to register.