



An Independent Licensee of the  
Blue Cross and Blue Shield Association

March 2019

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## Availability of Our Precertification Department Will Change

We provide many self-service tools through Availity<sup>®1</sup> to help you submit transactions to us quickly and easily. As a reminder, always submit referrals and authorizations to us electronically through Availity at [availity.com](http://availity.com) for the fastest response. However, we know there are times when you need to call our Precertification Department to discuss complex authorization requests. As a result, we want to let you know about a change in the availability of our Precertification Department and Utilization Management (UM) toll-free number.

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### Important Change

**Starting March 20, 2019, our Precertification Department and UM phone line, 800-955-5692, will be available on Wednesdays from 8 a.m. to 11:30 a.m. and 2 p.m. to 6 p.m. They will *not* be available on *Wednesdays between 11:30 a.m. and 2 p.m.***

***Our Precertification Department and UM phone line will be available on Mondays, Tuesdays, Thursdays and Fridays between 8 a.m. and 6 p.m.***

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Please make note of the new Precertification Department schedule that starts March 20, and be sure to let your staff know about this change.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](http://availity.com).  
900-2930-0319