



Memorandum

To: Gold Coast Health Plan Providers

Date: December 31, 2012

From: Jennifer Palm
Director of Health Services

Re: **New Health Services Fax Number; Updated & New Pre-Authorization Request Forms**

Effective January 1, 2013, Health Services will have a **new** dedicated fax number for providers to use when submitting pre-authorization requests, medical records and inpatient reviews.

The new fax number is **855-883-1552**. In order to better serve our providers and ensure improved response times toward all requests, we have staffed this fax with two indexing team members to ensure efficient and accurate filing.

We will be disabling 805-512-8551 and 888-310-3660 December, 31, 2012.

Health Services Department has updated and added the following forms on the GCHP website:

- **Pre-Authorization Form.** This form replaces the existing form and is located at the same web site location.
- **Radiology Request Form.** This *new* form can found on the GCHP website under Providers/Resources/Request for Authorization (CT MRI MRA PET). **Please use this form when making a radiology request.** The form includes fields to ensure we receive all the information we need to process your request.
- **Home Health Request Form.** This *new* form can found on the GCHP website under Providers/Resources/Request for Authorization (Home Health Prior Authorization Checklist). Please use this form to facilitate the prior authorization process for home health requests.

Please make note of these changes.