



OPTUM, CHANGE HEALTHCARE AND THEIR AFFILIATES KNOWN AND PUBLISHED OUTAGE!

Currently, Optum, Change Healthcare and their affiliates are experiencing a network interruption and therefore the following are impacted and are not available currently.

1. 834
2. 835
3. 837
4. Eligibility verifications though 270/271

We will notify you when transactions can resume.

Online Prior Authorization Requests

The current outage noted above does not affect our online prior authorization application, CareAffiliate, which **IS** available.

If your facility is unable to access CareAffiliate due to your own provider outage, please use the phone numbers below:

For	Contact
Non-behavioral health emergent medical inpatient admission requests	<ul style="list-style-type: none">• Fax (313) 664-5914 (preferred)• Call Inpatient Admissions at (313) 664-8833, option 3
Non-behavioral health prior authorization requests (pre-certified inpatient admissions, elective outpatient procedures, DME)	<ul style="list-style-type: none">• Fax (313) 664-5916 (preferred)• Call our RMT at (313) 664-8950, option 1
Medical drug prior authorization requests	<ul style="list-style-type: none">• Fax (313) 664-5338
Behavioral health prior authorization inpatient or outpatient requests	<ul style="list-style-type: none">• Fax (313) 664-8686• Call CBHM at (800) 444-5755
HAP Commercial and DSNP post-acute requests (LTACH/IRF/SAR)	<ul style="list-style-type: none">• Fax (313) 664-5820• Call (313) 664-8800