

PROVIDER Bulletin



December 2, 2015

This Provider Bulletin applies to the lines of business and provider types checked below:

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|--|---|---|
| <input checked="" type="checkbox"/> PHP (Medicare) | <input checked="" type="checkbox"/> Primary Care Physicians | <input checked="" type="checkbox"/> Specialists |
| <input checked="" type="checkbox"/> PHC (Medicaid) | <input checked="" type="checkbox"/> Ancillary | <input checked="" type="checkbox"/> Hospitals |

We would first like to say thank you again for seeing our members and for making a difference in their lives. Please be reminded of the Utilization Management Department facsimile **888-972-5340**, please fax all requests for authorization(s) to this this fax number only.

NOTE: Facsimile - 877-243-3536 will no longer be operational effective December 31, 2015

For your convenience, attached are Direct Referral and Authorization Request forms. You may also download forms from our website www.positivehealthcare.org located in "For Provider" then Publication & Form tabs after you select the appropriate health plan. You may also call provider relations at: 888-456-4718.

To verify member eligibility:

- For **PHP** eligibility verification, please call (888) 456-4715.
- For **PHC** (888) 997-0979.

Participating Primary Care Providers, please use the attached referral form to communicate referrals to participating specialists. When you need to refer to a specialist who is not in our network, please call Utilization Management at 866-990-9322 or fax your request to **888-972-5340**.

Thank you for your cooperation and for your service to our members.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to Remon.Walker@phcplans.org