



Provider Notice

From: Magellan Healthcare

Subject: Use fax for authorization attachments while ProAuth issue is resolved

Overview

Magellan is aware of an issue within ProAuth that may prevent providers from uploading PDF attachments in the provider portal accessed via Availity Essentials. This issue may not affect all PDFs.

What providers should do

- Providers may continue to submit authorization requests through ProAuth/the Provider Portal, but may need to save clinical records using a different file format.
- If PDF attachment(s) do not upload successfully, the file may need to be saved in a different file format (more information forthcoming), OR
- supporting documentation/attachments may be faxed to 1-888-656-2586 after the authorization request has been submitted. Please indicate the corresponding authorization number on the fax cover sheet.
- Alternatively, authorization requests may be submitted via fax to 1-888-656-2586.
- Continue using this process until Magellan confirms the issue has been resolved.

Additional updates

Magellan is preparing an additional e-blast with another alternative submission method. Magellan will also notify providers when the PDF upload issue has been resolved.

Questions?

Please contact Magellan at IdahoProvider@MagellanHealth.com.