



Prior Authorization Update (September 1, 2017)

The following services no longer require a prior authorization (for all lines of business), effective September 1, 2017:

- Hearing Aids
- Pulmonary Rehabilitation
- Cardiac Rehabilitation

New Authorization Process (August 1, 2017)

In an effort to enhance claims processing and increase regulatory compliance, Utilization Management (UM) recently updated its authorization process. Effective August 1, 2017, providers will be receiving a new authorization number every time a new request for authorization is approved. This replaces UM's former process of maintaining the same authorization number for extended periods of time. If you have any questions about this process, please call UM at (401) 459-6060.