



To: All Providers

RE: Prior Authorization (PA) Process Transition to APS Healthcare

By October 1, 2007, the Alabama Medicaid Agency will complete transition of the non-pharmacy PA review process to APS Healthcare.

- APS Healthcare will process all PAs with the exception of:
 - pharmacy,
 - dental services,
 - illegal aliens, and
 - augmentative communication devices.

- Attachments required as part of the PA review process must be sent to EDS for scanning into the system. Scanning attachments will allow the EDS system to link by PA number as well as generate a response to the provider. Linking hard copy attachments with a PA request submitted electronically will delay the PA process. To expedite the attachment processes submit within 48 hours of the submission of the PA request.

- **Faxed attachments will not be accepted by APS Healthcare with the exception of inpatient psychiatric facilities.**

- Chapter 15, Submitting Prior Authorization Requests, Provider Electronic Solutions Manual provides additional information regarding the PA process.

If you have questions regarding the status of a PA request that is less than 30 days from submission call the AVRS Line at (800) 727-7848. If you need assistance with a PA that is greater than 30 days from the date of submission, contact the Provider Assistance Center at (800) 688-7989. If you are unable to resolve your problems after contacting the AVRS Line or Provider Assistance Center, you may contact APS Healthcare at 1-800-809-5426.

September 14, 2007