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Web Announcement 220

Providers May Call for Details Regarding PA Denials

Providers who receive a denial (non-certification decision) in response to a prior authorization (PA) request may call to request the clinical basis for the decision. A First Health Services representative will provide the principal reason for the denial and specific reasons why medical necessity criteria were not met. Upon the provider's request, a written statement specifying the clinical rationale used in making the non-certification decision will be provided. The numbers to call are (800) 648-7593 for adult day health care and dental PAs and (800) 525-2395 for all other service types (except pharmacy).



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