



January 31, 2012

Announcement 445

## **Update Regarding Prior Authorizations That Have Yet To Be Determined**

HP Enterprise Services (HPES) acknowledges that some prior authorization (PA) requests submitted to Magellan Medicaid Administration have yet to be determined or confirmed. HPES is researching the issue and will communicate the resolution to providers as soon as possible.

If you feel you have a PA request affected by this issue, you may contact HPES at (800) 525-2395. Please continue watching announcements on this website for updates regarding prior authorization issues.