UnitedHealthcare®

We're Retiring Fax Numbers Used for Medical Prior Authorization Requests

We'll be retiring fax numbers for medical prior authorization requests over the next several months. *Instead of faxing the requests, please use the Prior Authorization and Notification tool on Link – the same website you already use to check eligibility and benefits and manage claims.*

Go to **UHCprovider.com/priorauth** for more information and the current list of retiring fax numbers.

Other Ways to Submit a Prior Authorization Request

If you're unable to use the Prior Authorization and Notification tool on Link you can continue to call Provider Services at 877-842-3210 to submit a request by phone. Some plans have a state requirement for fax capability and may continue to fax for their members.

Get Started With Your Online Request

You can access the Prior Authorization and Notification tool by clicking on the Link button in the top right corner of UHCprovider.com and signing in. Then, select the Prior Authorization and Notification tool from your Link dashboard.

Learn More About the Prior Authorization and Notification Tool

With this tool, you can check if prior authorization or notification is required, submit your request and check status – all in one place. Use it to:

- Submit a new prior authorization request or inpatient admission notification.
- Get a reference number for each submission, even when prior authorization or notification isn't required.
- View medical records requirements for common services, and add an attachment to a new or existing submission.
- Update and existing request with attachments, add clinical notes or make changes to case information.

Register for training at UHCprovider.com/training to learn about using the Prior Authorization and Notification tool.

No time for a webinar? Watch one of our short tutorials or view a quick reference guide at UHCprovider.com/paan.

New to Link? Go to UHCprovider.com/newuser to start using Link's self-service tools.