

# Provider Update

## No Change to Prior Authorization Extension Due to COVID-19 Variant

### Prior authorization time span continues to be six months

This is a change to provider update 21-422, *Prior Authorization Extensions Ending*, dated June 16, 2021. This update states that the extension for requests was ending on August 19, 2021, and would revert to three months after approval.

With new COVID-19 cases rising in California, the prior authorization approval request will stay at the extended six months' time span.

There is no new expiration date at this time.

#### Additional information

Providers are encouraged to access California Health & Wellness Plan's (CHWP's) provider portal online at [www.CAHealthWellness.com](http://www.CAHealthWellness.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CHWP at 877-658-0305.



#### Online Access

[www.CAHealthWellness.com](http://www.CAHealthWellness.com)

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQ's
- Secure messaging
- Prior Auth Code Checker Tool
- Clinical guidelines
- California Health & Wellness news
- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, or correct claims
- Submit authorizations or check authorization status



#### Call Us at

**877-658-0305**

Monday to Friday  
8 a.m. to 5 p.m. (PT)



#### Fax Numbers

**Prior Authorizations:** 866-724-5057  
**Concurrent Review:** 855-556-7910  
**Admissions:** 855-556-7907  
**Appeals:** 855-460-1009  
**Case Management:** 855-556-7909



#### Pharmacy

**Envolve Pharmacy Solutions** – Pharmacy Benefit Manager (PBM)

- PA Fax 866-399-0929
- PA Inquiry 866-399-0928
- Help Desk 855-330-2338

**AcariaHealth** – Specialty Pharmacy

- PA Fax 855-217-0926
- Phone 855-535-1815

**CHWP Pharmacy Dept** – Provider Administered Drugs Requiring PA

- PA Fax 877-259-6961
- Phone 877-658-0305

**Preferred Drug List (PDL) Prior Authorization Form is available at [www.CAHealthWellness.com](http://www.CAHealthWellness.com).**

#### Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At [cahealthwellness.com/providers](http://cahealthwellness.com/providers) > **California Health & Wellness Alerts: COVID-19 > Updates on Coronavirus**, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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