

Access to Utilization Management

If You Have Questions about Our Decisions

We understand that you may have questions about how we make decisions regarding what care and services to authorize for you. Our staff is available every work day during normal business hours, toll-free at 1-855-526-7388.

If you need TTY services, just call 1-800-855-2880 24 hours a day 7 days a week.

If your preferred language is not English, we have language services available through bilingual staff and through three-wall calling to an interpreter service. Staff who answer the telephone are trained to identify the language being spoken by the caller and providing appropriate bilingual staff or access to an interpreter service.