

Provider Update

Hospital Notification Unit 800 Number Temporarily Suspended

Fax authorization requests to HNU or call the Provider Services Center for inpatient authorization status

During the COVID-19 state of emergency, the California Health & Wellness Plan (CHWP) Hospital Notification Unit (HNU) 800 number is temporarily suspended. During this time, CHWP-contracted hospitals, skilled nursing facilities, long-term care facilities and long-term acute care hospitals should submit inpatient authorization requests by fax to 1-855-556-7907.

How to find out the status of an inpatient authorization request

Get the status of an urgent inpatient authorization request by calling the Provider Services Center at 1-877-658-0305.

The Provider Services Center will escalate any inquiries directly to the HNU, as needed.

When will the temporary process end?

You will be notified when the HNU 800 number is again active. Until then, please fax your inpatient authorization requests to 1-855-556-7907 and call the number above for status.

Additional information

If you have questions regarding the information contained in this update, contact CHWP at 1-877-658-0305.

CONTACT INFORMATION



Online Access

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

1-877-658-0305

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



Fax Numbers

Prior Authorizations: 1-866-724-5057
Concurrent Review: 1-855-556-7910
Admissions: 1-855-556-7907
Appeals: 1-855-460-1009
Case Management: 1-855-556-7909



Pharmacy

Envolve Pharmacy Solutions – Pharmacy Benefit Manager (PBM)

- PA Fax 1-866-399-0929
- PA Inquiry 1-866-399-0928
- Help Desk 1-855-330-2338

AcariaHealth – Specialty Pharmacy

- PA Fax 1-855-217-0926
- Phone 1-855-535-1815

CHWP Pharmacy Dept – Provider Administered Drugs Requiring PA

- PA Fax 1-877-259-6961
- Phone 1-877-658-0305

Preferred Drug List (PDL) Prior Authorization Form is available at www.CAHealthWellness.com.