



**Important Administrative and Operational Announcement**  
**Prior Authorization Processing**

In the near future, CHOC Health Alliance (CHA) will be upgrading Operational Systems that will affect **Prior Authorization (PA) Processing through the CHA website (www.CHOCHealthAlliance.com)**. During the upgrade period, all Providers must submit **Routine PA** manually by facsimile beginning **August 27, 2011 through September 11, 2011**. The Fax number is (855) 867-0868.

Routine PA requests by facsimile must only include one (1) request per transmission. Multi-request transmissions will be delayed. CHA will contact Providers who do not observe this request. A **medically Urgent or Emergent PA** request must be requested by phone per standard protocol. Please note that the **CHA website PA module will be non-operational until the upgrade period is complete**. Attached to this message is a copy of the CHA PA form for ease of reference. This form is also available on the website at [www.CHOCHealthAlliance.com](http://www.CHOCHealthAlliance.com).

Below is a **calendar of events** that will lead up to the PA system change event.

August 2011						
Sun	Mon	Tues	Wed	Thu	Fri	Sat
21	22	23	24	25	26 5 PM Cut off for submission via the CHA web site	27 Manual PA Processing Period Begins – System Upgrade
September 2011						
				1	2	3
				Manual PA Processing Period System Upgrade		
4	5 Labor Day Holiday	6	7	8	9	10
		Manual PA Processing Period – System Upgrade				
11	12	13	14	15	16	17
	*** Prior Authorization Processing via WEBSITE Resumes 09/12/2011***					

Since the system upgrade will include new enhancements to the website, an updated Web Portal Navigation Guide can be printed from the CHA website regarding accessing the upgraded website systems. Moreover, your login access will not change. If you have any questions regarding the System Upgrade, please contact any Provider Relations Representative listed below:

**Chi Wigal – 714-565-5184      Nancy Fereria – 714-565-5117      Victor Castro 714-565-5127**  
**Thank you for your attention to this important bulletin.**