

Attention

There has been a change in our utilization review process.

Virginia Premier Health Plan has implemented a new Utilization Review process exclusively for Medicare Behavioral Health and Substance Abuse service requests, to facilitate Virginia Premier using physicians or appropriate behavioral healthcare practitioner to review any behavioral healthcare authorization requests.

Starting on Monday January 7 2019, providers should call the Behavioral Health Services Department at **1-877-739-1370** or **fax 804-343-0304** to provide telephonic based clinical review information to receive authorization for all Inpatient and Outpatient Behavioral Healthcare and Substance Abuse services.

Our goal is to provide excellent quality and rapid service to you! Contacting the dedicated Behavioral Health Services Department authorization requests will help us deliver this level of service to you.

If you have any questions about the prior authorization process, please call **1-877-739-1370**.