



VIRGINIA PREMIER ELITE PLUS
a Commonwealth Coordinated Care Plus Program

Provider Notification

New Virginia Premier Elite Plus Fax Number

Summary:

Virginia Premier Elite Plus (Virginia Premier) has implemented a new fax number exclusively for outpatient service authorization requests. The new fax number for OUTPATIENT SERVICES and SUPPORTING CLINICALS is:
 <1-877-739-1371>.

Purpose:

Our goal is to provide high quality and rapid service to you! This dedicated fax number for outpatient service authorization requests will help us deliver this level of service to you.

What this means to you:

Providers should begin faxing outpatient service authorization requests to this number: <1-877-739-1371> immediately. If you have any questions about the prior authorization process, please call <1-888-251-3063>. Additionally, see listing below of all toll-free phone and fax numbers for services.

SERVICE	CONTACT
LTSS Requests Requests will be addressed within 5 business days; expedited requests no later than 72 hours	Fax: <1-877-794-7954> Or contact our Care Coordination Team: <1-877-719-7358; press option 3-3-2-1>
Outpatient Service Requests (excluding LTSS) Requests will be addressed within 3 business days; expedited requests no later than 72 hours	Fax: <1-877-739-1371> Referrals and Authorizations Dedicated Line: <1-888-251-3063, press option 4> You can also submit requests via our Provider Portal located on our website: < www.vapremier.com >
Medical Admission Requests Admission authorizations will be addressed within 1 business day	Fax: <1-877-739-1365> Referrals and Authorizations Dedicated Line: <1-888-251-3063, press option 4>
Mental Health and ARTS Requests Services authorized by Beacon Health Options	Fax: <1-888-237-3997> Call: <1-844-513-4951>
Non-Traditional Behavioral Health Requests Services authorized by Magellan through 12/31/17	Fax: <1-888-656-5712> Call: <1-800-424-4971>

Thank you for continuing to provide quality care to our members.