

Utilization Management Call Center Changes

Effective May 5, 2025, our Utilization Management Call Center will implement the following changes for **Medicare and Commercial lines of business**, including Federal Employee Program® and State account plans.

- **The hours for our Utilization Management Call Center, available at 1-800-955-5692, will be Monday through Friday, from 9 a.m. to 5 p.m. ET.**
- In-network providers must use the Availity Essentials™ self-service tools to request authorizations. The call center will not enter authorization requests manually on behalf of providers. Additionally, faxes sent with authorization requests from our in-network providers will be returned and will need to be resubmitted to Availity.
- Providers who have contracted with third party vendors to administer their authorization processes must ensure those vendors have access to the Availity self-service tools.
- In-network providers must also use the Availity Authorization/Referral Inquiry tool for all authorization status requests. The call center will not provide authorization status information to providers.
- Providers are encouraged to use Availity Clinical Attachments at the time of submitting authorization requests or inquiries, **instead of faxing clinical information. Using Availity Clinical Attachments can reduce the wait time for medical reviews to be completed.**
- Providers will hear a message when calling the Utilization Management Call Center, advising of the new hours and additional changes (as outlined above).

Help and Training

Please contact Availity Customer Service for assistance with using self-service tools. For more information on how to use provider self-service tools, please visit [Availity.com](https://www.availity.com) and follow these steps:

1. Select the *Help & Training* dropdown in the top right of the screen.
2. Click on *Get Trained*.
3. In the search bar, type the functionality you need assistance with.
4. Click *Go to Course*.

For further assistance, contact Availity Customer Service at 1-800-AVAILITY.