

Please circulate to others and file in your *Provider Manual* for future reference.

Attention Referrals Staff! Have you heard the good news?

In November of 2008, Community Health Group launched an on line tool to submit referrals through the internet. For the past few months, many provider sites have successfully used this tool to submit their referrals and their feedback has been very positive:

- Money saved by not filling out referral forms!
- Automatic decisions received for some requests!
- Staff saved time because this process is faster!

Now it's your turn.....

We are excited to share this program with you and your staff. In our goal to continue offering exceptional customer service, we believe this new tool will help streamline the referral process and make obtaining prior authorizations easier for you and your staff! Come November 30th, our referral process will change and we will no longer accept referrals via fax. We encourage all of our providers to begin using this tool now. The more you use this tool, the easier our referrals process becomes.

If you do not have on line access, please contact Victor Gonzalez at 619-498-6457. For training, please call Leigh Anne Moore at 619-498-6571. She is happy to meet with you and your staff.