



**Re: Priority - Faxes no longer accepted for scheduled service auths as of March 13**

As of March 13, we will no longer accept fax submissions for scheduled services, procedures and DME authorizations. These requests must be submitted via Clear Coverage. We hosted training webinars in January. You can login and view a recorded version on our [training tools](#) page where you'll also find a training guide and FAQ.

Since we've launched Clear Coverage, 70% of authorizations have been immediately approved making the process faster and easier for you.

The processes for high-tech radiology, drug and behavioral health authorizations are not changing. Facilities should note that urgent/emergent inpatient authorizations are launching in Clear Coverage on March 8 with mandatory use on May 1. [Training webinars](#) are available on March 8 and 9.

We value your ongoing partnership and are here to help make the transition from fax requests to Clear Coverage as easy as possible. Please let me know if you have questions.