

Important Update: Changes to Prior Authorization Submission Requirements Effective Aug. 23, 2026

Effective Aug. 23, 2026, prior authorization requests for the following services are no longer accepted by fax and must be submitted electronically:

- **Behavioral Health Intensive Outpatient Program**
- **Behavioral Health Partial Hospitalization Program**
- **Durable Medical Equipment**

How To Submit Requests

- **In-state providers:** Submit prior authorizations through **Availity**[®].
- **Out-of-state providers:** Submit requests through **Cohere**[®] at coherehealth.com.

These tools are available 24/7. You may also submit by phone at 800-924-7141.

Why We're Making This Change

CMS introduced new national requirements that phase out manual prior authorization methods, including fax. These rules are designed to improve turnaround times and reduce administrative burden. To align with these CMS standards and support a more efficient provider experience, we're discontinuing fax submissions and moving to electronic submission channels.

We're transitioning **all** prior authorization types away from fax to meet federal requirements.

If you have questions about submitting a prior authorization in Availity or Cohere, please call 423-535-5717, option 2, or contact your [eBusiness Network Manager](#).