

June 11, 2021

Subject: Presbyterian Centennial Care Behavioral Health Providers Can Now Submit Electronic Prior Authorizations

Presbyterian Health Plan, Inc. (Presbyterian) is pleased to announce new prior authorization (PA) tools on the myPRES Provider Portal. These new PA tools will help streamline the PA process and serve as a one-stop shop for all PA needs for Centennial Care providers.

Starting July 3, 2021, providers will see new tools when they click on the “Authorizations” tab on their myPRES Provider Portal account. From the “Authorizations” tab, providers will see information on how to submit PA requests for the following:

- Advanced imaging, cardiac imaging and spine surgery
- Behavioral health
- Pharmacy
- All other medical authorization requests

Under “Behavioral Health,” providers will click the “Submit an Electronic Authorization Request” button to access the new PA tools. The new PA tools are easy to use and will allow providers to quickly and easily determine if a PA is required. The new tools will also allow providers to do the following:

- Upload clinical documents
- Verify the status of PA requests
- Track PA requests
- View a history of all PA requests

Please note: These tools pertain to physical health and Centennial Care behavioral health PAs and requests only. The PA request process for pharmacy will not change.

Presbyterian will monitor and update the PA tools regularly to ensure providers have access to the most up-to-date information. We will also continue to accept behavioral health PA requests through the following methods:

- Centennial Care fax number: (505) 843-3019
- Commercial/Medicare fax number: 1-888-656-4967

- Commercial/Medicare phone number: 1-888-923-5757
- Commercial/Medicare behavioral health website: www.magellanhealth.com/provider

However, we encourage providers to submit all Centennial Care behavioral health PA requests using the new tools on the myPRES Provider Portal. This is the quickest and most effective way to ensure that a PA request was received.

To help providers navigate the new tools, Presbyterian also developed a myPRES Prior Authorization User Manual. Providers can view the user manual at the following link:

http://docs.phs.org/idc/groups/public/documents/communication/pel_00953009.pdf.

Presbyterian is also offering a webinar to provide instruction on the prior authorization tool on Monday, June 28 at 1 p.m. To join the webinar, please visit the following link:

<https://magellanhealth.zoom.us/j/92590756712?pwd=YlhqS0JvbjZpdWFKd1lUczlPQnZBQT09&from=addon>

If providers have any questions, they can contact their Presbyterian Behavioral Health provider relations liaison using the contact information below. As always, thank you for partnering with us to improve the health of the patients, members, and communities we serve.

Presbyterian Behavioral Health



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5757

Contact Guide: www.phs.org/ContactGuide



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