

Provider Communication: Authorizations in HHAeXchange

Date: 01/14/19

Dear Provider:

PA Health & Wellness (PHW) is aware of an issue with service authorizations for some PHW participants not being visible in HHAeXchange. We are working to have this corrected and expect resolution early this week.

While PA Health & Wellness and HHAeXchange work to resolve this issue, providers are encouraged to use the Department of Human Services' Electronic Verification Service (EVS) to view the current authorizations for PHW participants. If the authorizations exit in EVS, you will be able to collect on claims submitted during this period.

We apologize for any confusion this has caused, and appreciate your continued partnership in serving the people of Pennsylvania through the Community HealthChoices program.

If you have any questions, please do not hesitate to contact us at 1-844-626-6813 Option # 3. Our team is ready to assist you.

Sincerely,

Tracy Celebrado  
Director, Provider Network