



1700 Bent Creek Blvd.  
Suite 200  
Mechanicsburg, PA 17050

July 15, 2025

### **System Upgrade and Outage Scheduled for Oct. 10, 2025**

As part of ongoing system maintenance, PA Health & Wellness's authorization system will be upgraded, requiring a scheduled system outage Friday, Oct. 10 at 10 p.m. CT through Monday, Oct. 13 at 7 a.m. CT. This will impact PA Health & Wellness, Wellcare By Allwell and Ambetter from PA Health & Wellness authorizations.

During this scheduled outage, we will be unable to receive authorization requests except as noted below. Please resume submission of your authorization requests on Monday, Oct. 13, 2025.

#### **How to Plan for the Outage:**

- Plan accordingly and submit any urgent or time-sensitive authorization requests prior to the scheduled downtime.
- For urgent authorization requests during the outage, call 1-833-837-0188. Of note, this number will only be active during this downtime.
- Beginning Monday, Oct. 13 at 7 a.m. CT., providers may submit authorization requests as usual.

If you have questions, please contact your Provider Representative or contact [phwproviderrelations@pahealthwellness.com](mailto:phwproviderrelations@pahealthwellness.com).

Sincerely,

PA Health & Wellness