

UHA CLINICAL ENGAGEMENT

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Service Level Expectations

- **Medical PAs:** **Standard** = 14 days / **Rush** = 72 hours
- **Pharmacy PAs:** **Standard** = 3 days / **Rush** = 1 day

Prior Authorization Success Tips

- Requests must be submitted via fax or CIM.
- Complete information submitted with the prior authorizations (PA) request; include applicable chart notes with all requests.
- Avoid phone calls to UHA Clinical Engagement inquiring about the determination prior to the time limit as outlined above.
- Use “Rush” status only in the appropriate situations (i.e., loss of life or limb without prompt treatment.)
- Avoid scheduling tests prior to receiving the PA approval from UHA.
- Avoid sending a request for reconsideration that does not include new information.

