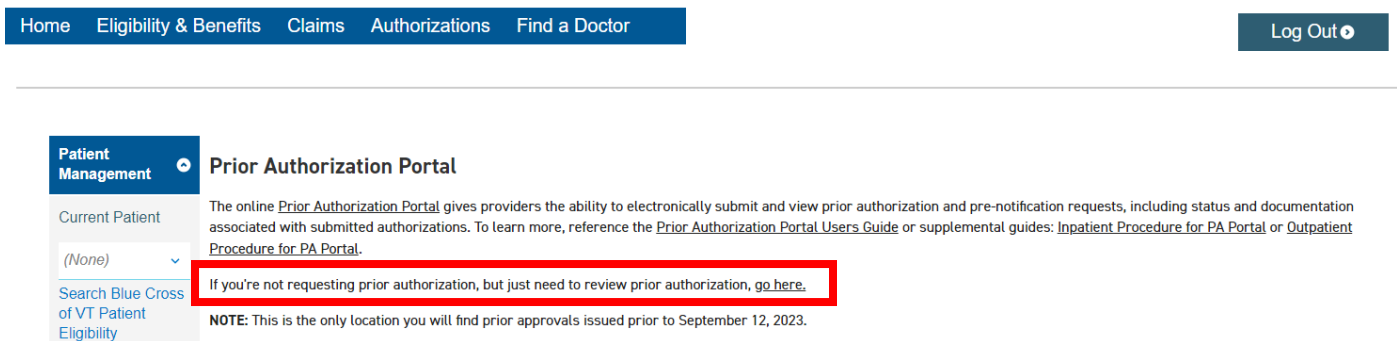


September 14, 2023

Dear Provider/Facility:

The Prior Authorization Portal is live. Acuity Connect is no longer available. Below are reminders about this change.

Prior approvals that were processed through Acuity Connect and had a decision rendered are only viewable through the “review prior authorization” function on the Provider Resource Center. Use the link “*Prior Approval/Pre-Notification/Prior Auth*” to see them. These historical prior approvals will not be viewable in the Prior Authorization Portal. Below is a snippet of where the “review prior authorization link” is located:



Prior approvals that were pending a decision through Acuity Connect are only viewable through the Prior Authorization Portal. Within the next 30 days, those prior approvals will also be viewable through the “review prior authorization” function (highlighted in red above).

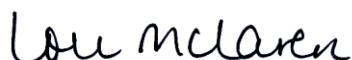
The Prior Authorization Portal Users Guide and Prior Authorization Portal Navigation Demo Videos are available on the Prior Approval Authorization area of our website:

<https://www.bluecrossvt.org/providers/prior-approval-authorization> under the link “*Prior Authorization Portal*”.

If you still have question or would like direct training on the Prior Authorization Portal, please contact your provider relations consultant.

Thank you for your time. If you have any questions regarding this notice, feel free to contact your provider relations consultant. If you are not sure who that is, please email providerrelations@bcbsvt.com or call (888) 449-0443 option 1, and you will be directed to the appropriate person. Business hours are Monday through Friday from 8 a.m. to 4:30 p.m., except holidays.

Sincerely,



Lou McLaren
Director, Provider Services