

Timeframe, Procedures and Notice Content

1. The Health Care Provider must complete in written format the preauthorization request form.
2. The written request for preauthorization shall be deemed to have been received by the Division by facsimile on the date the request was transmitted. A request for preauthorization transmitted by facsimile after 5:00 p.m. MST shall be deemed to have been received by the Division on the following business day. The facsimile transmission shall bear a notation of the date and place of transmission and the facsimile telephone number to which the request was transmitted.
3. When the request for preauthorization is made by mail, and a proof of service by mail exists, the preauthorization request shall be deemed to have been received by the Division three (3) days after the deposit in the mail at a facility regularly maintained by the United States Postal Service. Where the request for preauthorization is delivered via certified mail or return receipt mail, the request shall be deemed to have been received by the Division on the receipt date entered on the return receipt. In the absence of proof of service by mail or a dated return receipt, the preauthorization request shall be deemed to have been received by the Division on the date stamped as received on the document.
4. When the written request for preauthorization is made by e-mail, it shall be deemed to have been received by the Division on the date the request was e-mailed. A request for preauthorization e-mailed after 5:00 p.m. MST shall be deemed to have been received by the Division on the following business day. The e-mail shall bear a notation of the date and place.