

MCO Provider Prior Authorization Lines Due August 28

In an effort to improve coordination regarding prior authorizations (PAs) for medical services for members' needing transportation services provided by the HHSC Medical Transportation Program (MTP), HHSC requests that your MCO provide your PA toll-free line to Heather Kuhlman at heather.kuhlman@hhsc.state.tx.us by COB Friday, August 28, with a copy to your health plan management team. This information will be shared with the HHSC MTP; therefore, your plan should be prepared to receive and handle calls received by the program staff.