

interChange Provider Important Message

Attention: All Providers.

SERVICE INTERRUPTION: We are currently experiencing an intermittent issue with the Pharmacy prior authorization (PA) fax line. If you have an urgent request, please contact the Pharmacy Prior Authorization Assistance Center at **1-866-409-8386**. Enrolled prescribing providers are reminded that Pharmacy Prior Authorization requests can be submitted via their secure Web portal account at www.ctdssmap.com. Once logged into the secure Web portal, click on Prior Authorization and then Pharmacy Prior Authorization.

Please check this Web site often for updated information on when this issue is expected to be resolved.