

interChange Provider Important Message

Revised Provider Manual Chapters

Provider manual chapters are continually revised as program changes are implemented or clarifications are identified. The following chapters have recently been updated:

- Chapter 9 - Prior Authorization
- Chapter 10 – Web Portal and Automated Voice Response System (AVRS)
- Chapter 12 – Claim Resolution Guide

To download the latest version of any of these chapters: 1) Select Information and then 2) Select Publications on this Web site. 3) To download Chapter 8, please select your provider type from the drop down box. 4) To download Chapter 11, please select the appropriate claim type from the drop down box.