

# interChange Provider Important Message

## **Attention: All Providers**

### **Data Loss: Faxed Medical Prior Authorizations**

Community Health Network of Connecticut, Inc. (CHNCT) has determined that some of the faxes submitted for prior authorization and notifications of inpatient admission on Friday, April 12, 2024, were inadvertently purged from our system. Additionally, some of the faxes submitted on Wednesday, April 10th and Thursday, April 11th may also be impacted.

We are asking providers with medical authorization portal access to verify that any requests submitted via fax between April 10 through April 12, 2024 are available in the portal. If you have not received a response to your faxed request, if the request is not available in the portal, or if you are unable to verify via the portal, please resubmit to CHNCT. If you have questions, please call the HUSKY Health Provider Line at 1-800-440-5071 and follow the prompts to prior authorization.