

Urgent Message

BUHP FAX CAPABILITY NONFUNCTIONAL

DUE TO

FAX UPGRADE FAILURE

On November 6th, BUHP upgraded their electronic fax capability to eliminate paper faxes and go to “RightFax” exclusively.

During that upgrade, some fax #'s did not activate correctly and as a result the Health Plans are not seeing facsimile transmissions form 11/6/19 in the evening until now.

**If you have an urgent authorization need, please contact the health plan @
800.582.8686**

or

877.874.3930

And we will forward you to staff that can process your authorization.

If you have sent faxes since last evening, please be aware that you may need to re-send after functionality is restored.

Our apologies for any inconvenience this may cause.