

Nov 15, 2019

Effective December 1, 2019, US Family Health Plan will be transitioning our Medical Utilization review vendor from Health Integrated/EXL to EQ Health. US Family Health Plan is committed to ensuring a seamless transition to eQ Health.

eQ Health is a recognized leader in population health management. eQ Health will be your point of contact for utilization review, authorizations, and medical necessity appeals.

In the interim, **please continue faxing authorization requests to the existing fax lines: (inpatient) (844) 580-2721 and (outpatient) (844)-580-2722.**

As of December 1st, 2019, all new authorization requests should be sent to our new fax line (866) 337-8690.

As we prepare for the transition, you may experience a slight delay in the processing of outpatient requests submitted on, or after, 11/18/2019 through 12/1/2019. **We encourage you to submit any elective outpatient requests prior to 11/17/2019.**

Our goal is to make this transition as smooth as possible for all of our providers. Should you require assistance, do not hesitate to call our Provider Line at (844) 356-4901.

We thank you for being our partner in providing quality care to our military families.