



First Health Services Corporation®

A Coventry Health Care Company

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December 10, 2007

Closing Medicaid Prior Authorization Operations

Beginning January 1, 2008, Qualis Health will be assuming responsibility for health care management functions for behavioral health services for the State of Alaska.

First Health is committed to providing uninterrupted service during the transition of these services to Qualis Health and will complete all authorization requests submitted according to the schedule outlined below.

As your assistance in this transition effort will be necessary, please review the following schedule which outlines the timetable for submitting requests. This will ensure that First Health Services will complete the review by Close of Business (Alaska Time) on December 31, 2007.

- The Prior Authorization Operations for First Health Services will close at 8:00 am Alaska time on December 31, 2007.

**The First Health Services web application will be disabled at that time.

**All cases submitted via the web prior to that time will be reviewed by the close of business (Alaska Time) on December 31, 2007.

- Hardcopy cases submitted for retrospective review will be accepted by First Health Services until 5 PM EST December 14, 2007. All cases received by that time will be reviewed by the end of the business day (Alaska Time) on December 31, 2007.
- Hardcopy cases received by First Health Services after December 14, 2007 will be forwarded to Qualis Health for review.

First Health Services wants to assure you that the current processes and procedures will continue through December 31, 2007. Prior authorization reviews will be conducted as usual.

Providers will be able to contact Qualis Health beginning January 1, 2008 at the following contact numbers:

Qualis Health
Alaska Inpatient Psychiatric Utilization Review & Care Coordination Services
Toll-free phone: 1-877-200-9046 ~ FAX: 1-877-200-9047

Website for review submissions and general information: www.qualishealth.org

If you have questions regarding any of this information please call Rita Hines, First Health Services Alaska Contract Manager, at (877) 561-6720.