



# Fast Fax

Periodic Fast Faxes are intended to enhance your partnership with HealthCare Partners, IPA

**HealthCare Partners, IPA**

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Main Switchboard: (516) 746-2200  
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**Important Contacts:****Customer Service**

Phone: 1-888-777-0350

## Announcing a Major Enhancement to EZ-Net

We are excited to announce a major enhancement to our electronic **EZ-Net** system, which will allow you to more efficiently submit authorization requests. Specifically, beginning **Monday, October 26<sup>th</sup>**, you will be able to attach clinical documentation to your authorization requests when you submit via EZ-Net. Although the EZ-Net system is relatively easy to use, we will be posting training materials on our website ([www.hcpipa.com](http://www.hcpipa.com)) next week to walk you through the submission process.

If you currently do not have EZ-Net access you can apply for access by visiting our website at [www.hcpipa.com](http://www.hcpipa.com) and clicking "Online Access." Then, after selecting "EZ-Net" from the menu, click on "EZ-Net access request form." You will be able to print out the EZ-Net request form. Once you complete the EZ-Net request form, please fax it to 516-294-9470. We will then provide you with your EZ-Net log-in, and you can immediately begin using the system.

Our Interactive Voice Response (IVR) system does **not** have the capability of including clinical documentation with an authorization request. As a result, since follow-up is then often required to obtain necessary documentation, the IVR has proven to be a less efficient method to process authorization requests. Therefore, we have decided that, effective November 1<sup>st</sup>, the IVR will no longer be available to request authorizations for services or to modify existing authorizations. The IVR can continue to be used to verify member eligibility and check status of an existing authorization request.

You will continue to be able to request authorizations by faxing in the request using our paper authorization request form to 516-746-6433. Please note, however, that faxing in the request via paper authorization forms requires a longer processing time. **Therefore, EZ-Net is the optimum method of submission, particular with the new enhancement.**