



IMPORTANT NATIONAL ALERT !

Topic: RightFax Issues

Date Posted: Dec. 5, 2011

As you may be aware RightFax issues have affected our inbound and outbound faxing capability for all lines of business and all health plans this week and sporadically over the past 30 days. Affected areas include provider:

- Benefits and Eligibility Requests by Fax via the Intelligent Voice Recognition (IVR)
- Notifications
- Prior Authorizations
- Pre-coverage service reviews
- Care Management
- Appeals
- Exceptions

Specifically, since Monday, Nov. 28, 2011 incoming fax volumes have been significantly impacted. Outbound faxes were also experiencing issues until Wednesday, Nov. 30, 2011. Sporadic issues for both inbound and outbound faxes have been reported since mid-November.

Until further notice, please submit notifications for:

Commercial & Medicare Advantage Plans:

- Online: UnitedHealthcareOnline.com > Notifications > Notification Submission, or
- Telephone: 877-842-3210

UnitedHealthcare Community Plan

- UnitedHealthcare Online or,
- Telephone:
 - Most plans: 866-604-3267
 - OH, DE, DC, SC, PA: 800-366-7304
 - MI: 800-903-5253

Your support will be appreciated by complying with these two requests below:

1. Please refer to this online information for the latest updates.
2. In order to avoid complications, please do not repeatedly fax the same requests

Latest Updates will be posted here:

As of 12/2/11 6:43 am CST: EMT reports that UnitedHealth Group IT (UHG IT) has made excellent progress with mitigation today, and the business experienced normal response times for most of the day. Root cause identification efforts continue, and in the interim we anticipate that queue times will continue to be acceptable. On another positive note, UHG IT has confirmed that we did not lose any faxes in the queue, so while we did experience lengthy delays at times, no data has been lost during this outage.

We apologize for any inconvenience and want to assure you that we are diligently working to resolve these issues.