



## **Secure Fax Alert for UnitedHealthcare Community Plan Providers and Facilities**

**Secure Fax Alert for Medical Prior Authorization Requests:** Privacy regulations require that all incoming and outgoing faxes must contain a patient privacy statement. Sample Privacy Statement: "This fax line is used to send and receive patient private health information; this fax machine is secure and is not used by patients; nor do patients have access to view incoming faxed documents." Due to these regulatory requirements, all faxes received from providers without a privacy statement will not receive fax confirmation. The standard processing of faxes will continue; however, provider confirmations will not be faxed back.

In order for us to reply back to you via fax, it is critical that you indicate that your fax line is a secure, HIPAA compliant line. If using the standard fax request form, please check the appropriate box. If you do not use the standard fax request form, please include a statement on future cover sheets certifying that the fax line used to receive a transaction is a secure fax line and that it meets both Federal and State patient privacy guidelines.