

# Fax lines for requesting prior authorization for medical services

For services requiring prior authorization, we recommend utilizing the **secure portals** to make your request for the administrative ease and speediness they offer.

You'll find information on registering for our HPHConnect and Tufts Health Plan secure portals on our [electronic services webpage](#), and [guides](#) for conducting portal transactions on our [Training webpage](#).



If you opt to send your prior authorization request via fax, please note the appropriate fax number below for contacting our utilization management team for **medical services**.

Also, keep the following in mind:

- Some services are managed by **vendor partners** and authorization must be requested directly through them. For details on vendor programs, please refer to the [vendor page](#) of the provider website.
- For instructions on requesting prior authorization **for pharmacy and medical benefit drugs**, please refer to [this guidance](#).
- If the utilization management team requires additional clinical information, you will receive instructions on how to submit the necessary documentation, and a separate fax number may be provided specifically for this submission. You may also be able to upload clinical documentation via the portal; refer to [the portal user guides for details](#).

## Fax lines for requesting prior authorization for medical services

Line of business	UM Fax type	Fax number
Harvard Pilgrim Health Care	Inpatient/outpatient/ Behavioral health	800-232-0816
Tufts Health Direct	Inpatient/outpatient	888-415-9055
	Behavioral health	888-977-0776
Tufts Health One Care	Inpatient	857-304-6304
	Outpatient	857-304-6135
Tufts Health RITogether	Inpatient/outpatient	857-304-6404
Tufts Health Together	Inpatient/outpatient	888-415-9055
	Behavioral health	888-977-0776
Tufts Medicare Preferred	Inpatient	617-972-9590
	Outpatient	617-972-9409
Tufts Health Plan Senior Care Options	Inpatient	617-673-0705
	Outpatient	617-673-0930
Tufts Health Plan Commercial	Inpatient	617-972-9590
	Outpatient	617-972-9409