## **Special Bulletin**

For professional and facility providers

**December 02, 2022** 

## Sunsetting: WholeHealth Living's Rapid Response System Interactive Voice Response Option For Authorizations

**Attention: Physical Medicine and Chiropractic Providers** 

Beginning **December 31, 2022**, WholeHealth Living, Inc., a Tivity Health company, will be discontinuing its **Rapid Response System Interactive Voice Response (IVR)** option for providers who are submitting authorizations via phone. Providers may still call WholeHealth Living for questions, advice on issues/concerns, or to submit authorizations directly to a representative.

NaviNet® is the preferred way for providers to submit authorization requests to WholeHealth Living. To enroll in NaviNet, click <a href="here">here</a>. If NaviNet is unavailable, you can fax WholeHealth Living at 888-492-1025 or talk to a WholeHealth Living representative directly by calling 1-866-656-6072.

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NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

