

NEW Online Service Request Form!

Effective September 8th, 2025, we are pleased to announce the launch of our new **Online Service Request Form**. This additional option offers a convenient and efficient alternative to the call-in process.

How to Access and Complete the Form

The Online Service Request Form is now available on <https://www.astranahealth.com/prospect-support/>. Please bookmark the page for easy access.

When completing the form:

- Fill out the required fields for your inquiry type
- Use the free-text “Message” section to provide detailed information to help ensure timely processing

New STAT Authorizations/Referrals Option:

- **Definition:** A STAT referral is an emergency or urgent referral involving potential morbidity, mortality, or a serious condition that requires a treatment plan or approval within 48–72 hours.
- Use the “Attachment” section to upload supporting documentation for STAT request.
- **Processing Time:** STAT requests are processed within 48–72 hours, and providers will receive a follow-up call from Medical Management with status.
- **Avoid Delays:** Do not call the STAT line after submitting online, as duplicate requests may slow processing

Providers Status Inquiries:

This tool is intended for checking the status of requests already submitted and offers providers an additional option to submit inquiries without calling in.

- **Claims Inquiries** – Questions or follow-up on claim status, denials, or payment concerns
- **Authorization/Referral Status Inquiries** (including modification referrals)– Check on the progress or outcome of submitted referrals.
- **Reminder:** New routine authorization will need to be submitted through Aerial Care.

Turnaround Time:

Inquiries submitted through the Online Service Request Form will be reviewed and processed within 3–5 business days.

Thank you for your continued partnership and commitment to delivering excellent care to our members. If you have any questions regarding this bulletin, please contact your Network Support Team at 800-708-3230 (option 1, then 7) or email us at providerinfo@prospectmedical.com.