



Dear Provider,

Thank you for being a valued part of our network. On the evening of Thursday, July 18, 2024, a CrowdStrike update adversely impacted Windows servers. CrowdStrike is a cybersecurity software that is widely used. The implications of this update have been global, resulting in system outages and disruptions. In response to this incident, Peach State Health Plan will be immediately extending the following provider accommodations to ensure member access and continuity of care for dates of service 7/19/2024 – 7/21/2024. We are monitoring this situation closely and will assess the need for continued flexibility on 7/22/2024 and update you accordingly.

- Authorizations that are currently in process, but pending additional clinical information, will be reviewed using available information obtained telephonically.
- Timely notification will be waived during the accommodations time period set forth above. Prior authorizations will be reviewed retrospectively for medical necessity appropriateness.
- Peach State Health Plan reserves the right to retrospectively review all provided services for medical necessity.

If you are having any challenges submitting authorization requests to Peach State Health Plan, please contact our team at 1-866-874-0633 for more help.

We appreciate your continued partnership in providing our members with safe, timely and appropriate care during this time.

Sincerely,

Peach State Health Plan