

# New! Fidelis Online Authorization Form via Provider Access Online

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Fidelis Care is eager to announce that a **new online prior authorization request form** is now available to providers via [Provider Access Online](#) (*provider portal*).

Providers are now able to request all inpatient and outpatient prior authorizations online\*. This new “self-service” online authorization form is available to providers 24/7, which allows for greater flexibility and convenience with no hold or wait time.

**\*Online prior authorization exceptions:**

- Urgent and Concurrent Requests **cannot be** submitted online.
- Urgent and Concurrent Requests **must be** submitted via the appropriate fax line or by phone at 1-888-FIDELIS (1-888-343-3547).

To help you get started with creating online prior authorizations, a provider user guide has been posted on the Fidelis website for your reference, please download [Provider User Guide – How to Request Online Authorizations](#).

If you do not have a Provider Access Online user account established, and if you need assistance with setting up an account, please contact the Provider Call Center at 1-888-FIDELIS (1-888-343-3547).