



~Newsflash~ March 21, 2024

Prior Authorization Update

Children First Medical Group, Inc. (CFMG) updated their phone system to a digital system. All phone numbers remain the same.

The implementation of the new phone system affected our faxing for prior authorizations.

If you would please send the Prior Authorizations electronically via a secure email this will speed up the process. You can send them via secure email to CFMGUM@UCSF.edu We will securely email you the authorization approval letter.

Please note the following:

- We will be mailing provider notifications to requested provider.
- We have five business days for routine request plus mail delivery time so please call after 7-8 business days.
- We have three business days for urgent requests, we will call the requested provider with the authorization number for urgent request and mail a copy to the requested provider.

We appreciate your patience while we work on an alternative FAX method.

If you have any questions, please email CFMGUM@UCSF.edu (without any HIPAA related information).

Thank you for taking care of the children!