



Headline: System Upgrade and Outage Scheduled for Oct. 10, 2025

As part of ongoing system maintenance, Peach State Health Plan authorization system will be upgraded, requiring a scheduled system outage Friday, Oct. 10 at 11 p.m. ET through Monday, Oct. 13 at 8 a.m. ET.

During this scheduled outage, we will be unable to receive authorization requests except as noted below. Please resume submission of your authorization requests on Monday, Oct. 13, 2025.

How to Plan for the Outage:

- Plan accordingly and submit any urgent or time-sensitive authorization requests prior to the scheduled downtime.
- For urgent authorization requests during the outage, call 1-833-837-0188. Of note, this number will only be active during this downtime.
- Beginning Monday, Oct. 13 at 8 a.m. ET., providers may submit authorization requests as usual.

If you have questions, please contact your Provider Engagement representative.