



COLORADO
Department of Health Care
Policy & Financing

Dear Providers,

Some providers are still sending pharmacy Prior Authorization (PA) requests to Conduent (formerly called Xerox).

The Department is no longer contracted with Conduent/Xerox and all Pharmacy PAs should be sent to Magellan, effective

February 26, 2017:

- via phone at 1-800-424-5881
- via fax at 1-800-424-5881
- or via mail:

Magellan Rx Management
ATTN: Pharmacy Call Center
14100 Magellan Plaza
Maryland Heights, MO 63043

The Conduent (Xerox) fax line for PAs will be shut down at 5 p.m. on March 7, 2017. PAs sent to Conduent (Xerox), will not be processed.

If you have any questions about pharmacy PAs, please contact the Magellan RX Management Pharmacy Call Center at 1-800-424-5725.

Thank you,

The Department of Health Care Policy and Financing

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