



**El Paso Health**  
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS

HealthX Fax System is an automated fax system created to assist you on a timely manner whenever you cannot access a live person. This system will provide you **status** on:

- Member eligibility
- Claims (6 months history per member)
- Pre-authorizations (not to be confused with the submission of pre-authorizations with the appropriate form via fax as you normally due)

All you need to do is dial 915-225-5463 or toll free (866) 283-2792 and follow the instructions that the automated system will request from you.

Please look at the flow chart enclosed so you know what steps to follow. As long as you do not hang up, you can check status on as many members as you want. You should receive a fax within minutes or a voice play back message if that is what you prefer.

If you have any questions on the HealthX Fax System please contact the Provider Relations Department at 915-532-3778 extension 1507. Thank you!

Call automated fax service at  
 Local: (915) 225-5463  
 Toll Free: (866) 283-2792



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**Preferred**  
 ADMINISTRATORS

**HealthCARE**  
 OPTIONS of EL PASO

**Questions**  
 Contact Provider Relations  
 at  
 915 532-3778 ext.1507

Hang up to end session

