

Special Bulletin

For professional and facility providers

December 02, 2022

Sunsetting: WholeHealth Living's Rapid Response System Interactive Voice Response Option For Authorizations

Attention: Physical Medicine and Chiropractic Providers

Beginning **December 31, 2022**, WholeHealth Living, Inc., a Tivity Health company, will be discontinuing its **Rapid Response System Interactive Voice Response (IVR)** option for providers who are submitting authorizations via phone. Providers may still call WholeHealth Living for questions, advice on issues/concerns, or to submit authorizations directly to a representative.

NaviNet® is the preferred way for providers to submit authorization requests to WholeHealth Living. To enroll in NaviNet, click [here](#). If NaviNet is unavailable, you can fax WholeHealth Living at **888-492-1025** or talk to a WholeHealth Living representative directly by calling **1-866-656-6072**.

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