

To: AmeriHealth Caritas Pennsylvania (PA)/AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC)/AmeriHealth Caritas VIP Care Providers

Date: November 17, 2022

RE: CORRECTION: New Solution for Online Prior Authorizations launch dates

This is a correction to the communication sent on November 16, 2022 regarding the launch date of this new system.

Summary: AmeriHealth Caritas PA/AmeriHealth Caritas CHC/AmeriHealth Caritas VIP Care is implementing a new system for providers to submit prior authorization requests for medical and behavioral health services.
AmeriHealth Caritas PA will be effective on November 21, 2022 and AmeriHealth Caritas PA CHC and AmeriHealth Caritas VIP Care will be effective on December 19, 2022.

What's new?

AmeriHealth Caritas PA/AmeriHealth Caritas PA CHC/AmeriHealth Caritas VIP Care has worked with NantHealth | NaviNet to bring you, **Medical Authorizations**, a robust, intuitive, and streamlined online authorizations workflow.

In addition to submitting and inquiring on existing Authorizations, you will also be able to:

- Verify if **No Authorization is Required**
- Receive **Auto Approvals**, in some circumstances
- Submit **Amended Authorization**
- **Attach supplemental documentation**
- Sign up for **in-app status change notifications** directly from the health plan
- Access a **multi-payer Authorization log**
- Submit inpatient concurrent reviews online if you have Health Information Exchange (HIE) capabilities (fax is no longer required)
- Review inpatient admission notifications and provide supporting clinical documentation

Want to learn more about Medical Authorizations? **Video tutorials** and **step-by-step instructions** will be available via the NaviNet Plan Central page and the NantHealth Help Center.

Will training be offered?

AmeriHealth Caritas PA/AmeriHealth Caritas PA CHC/AmeriHealth Caritas VIP Care will offer training on the new system. Provider Network Management Account Executives will contact providers with training dates and times.

Questions:

If you have questions about this communication, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.