

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

Date: April 5, 2022

Subject: AmeriHealth Caritas PA/AmeriHealth Caritas CHC's New Solution for Online Prior Authorizations.

**Summary: Effective June 3, 2022**, a new system is being implemented for providers to submit prior authorization requests for medical and behavioral health services.

### What's new?

AmeriHealth Caritas PA/AmeriHealth Caritas CHC has worked with NantHealth | NaviNet to bring you, **Open 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**

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

### Will training be offered?

We 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.