

To: AmeriHealth Caritas DC Providers

Date: May 7, 2025

Subject: Authorization Requirement for Observation Services – Compliance Reminder

Dear Provider:

This notice serves as an important reminder that authorization is required for all Observation services before they are billed. Adhering to this policy supports regulatory compliance and ensures accurate and timely claims processing.

Key Reminders:

• Authorization Requirement:

All Observation services must have an approved authorization to be eligible for reimbursement.

• Submission Process:

Providers must submit authorization requests via NaviNet and include all required supporting documentation.

• Timely Submission:

Failure to obtain authorization may result in claim denials or payment delays.

• Guidance & Resources:

Detailed authorization guidelines, including documentation requirements and submission steps, are available at https://www.amerihealthcaritasdc.com/provider/resources/prior-auth.aspx.

Contact for Assistance:

For questions or support related to the authorization process, please contact Utilization Management at 1-888-605-4807.

Your partnership is essential to maintaining compliance and delivering high-quality care to our enrollees. Thank you for your continued cooperation.

Sincerely,

AmeriHealth Caritas District of Columbia