



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: January 9, 2023
Subject: AmeriHealth Caritas DC's New Solution for Online Prior Authorizations

Dear Provider:

Summary: Effective December 5, 2022, AmeriHealth Caritas District of Columbia is implementing a new system for providers to submit prior authorization requests for medical and behavioral health services.

What's new?

AmeriHealth Caritas DC 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 DC 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 202-408-2237.

Sincerely,

AmeriHealth Caritas DC

