



AmeriHealth Caritas[™]
District of Columbia

To:	All AmeriHealth Caritas DC Providers
Date:	March 18, 2021
Subject:	Prior Authorization Update

Dear Providers,

Effective today, providers are no longer allowed to fax a request for prior authorization for more than one enrollee at a time. Your request will be returned unprocessed if you fax in a prior authorization for more than one enrollee per fax at a time.

Providers can access the provider portal (www.amerihealthcaritasdc.com/provider) as an alternative method to faxing.

Below are some recommendations for successfully submitting prior authorization requests.

- Include only one enrollee per faxed submission, as described above.
- Avoid handwritten submissions and complete forms electronically. If using handwritten submissions, print as clearly as possible.
- Ensure the enrollee's eligibility.
- Make every effort to keep information within assigned borders of authorization form.
- Submit relevant clinical information for services requested.

For questions or concerns, please contact the Utilization Management team at 1-888-605-4807.