



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

<b>To:</b>	<b>AmeriHealth Caritas DC Dental Providers</b>
<b>Date:</b>	<b>June 30, 2022</b>
<b>Subject:</b>	<b>Provider Summary of Authorization Status – Notification Process Update</b>

Dear Dental Provider,

SKYGEN is modifying the process for notifying providers when an authorization determination summary has been made. The goal is to reduce the number of faxed authorization notification summaries. Providers will be notified within 24 hours of an authorization determination through encrypted email which is PHI-free and secure. Once the notification process changes from individual faxes to one daily email, the authorization summary will be available for review on the provider web portal (PWP).

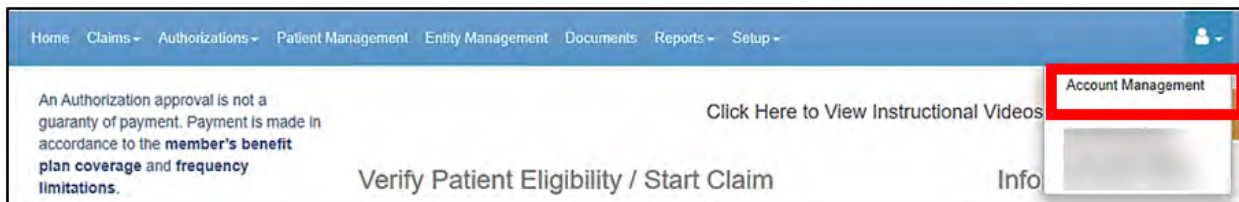
**Who does this apply to?**

- All PWP payee registrants

**How you can prepare for the upcoming change in authorization status notification?**

Providers can check their current registration email address and other contact information to make sure it is correct by logging onto the appropriate PWP.

- Click on the Account Management tab once logged in to the PWP.





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- If needed, providers can then check and change their portal registration information.

Home Claims ▾ Authorizations ▾ Patient Management Entity Management Documents Reports ▾ Setup ▾

### Account Management

Personal Information Password Security

#### Personal Information

First Name \*

Middle Name

Last Name \*

Email \*

*System-generated messages are sent to this email address.*

If you have questions about this communication, please email [providerservices@skygenusa.com](mailto:providerservices@skygenusa.com) or call 1-855-434-9239.