



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

**To:** AmeriHealth Caritas District of Columbia Providers  
**Date:** November 3, 2021  
**Subject:** **Introducing Electronic Prior Authorizations Via Surescripts**

Effective December 1<sup>st</sup>, 2021, AmeriHealth District of Columbia will begin accepting electronic prior authorization (ePA) requests through your electronic health record (EHR) software via Surescripts. If your EHR vendor is supported by Surescripts, Surescripts can eliminate the need for fax or phone submissions and offers a more streamlined prior authorization process. With the ability to automatically identify and quickly process prior authorizations at the point of care, you can improve your practice's efficiency, avoid post-visit disruptions and deliver a more satisfying patient experience.

#### **How it works**

You can reach out to the administrators for your practice's EHR to determine if you have access to Surescripts and, if needed, have it turned on. The EHR administrators will also support you in learning how to use the ePA (Surescripts) technology. To determine if your EHR is supported by Surescripts, visit <https://surescripts.com/network-alliance/electronic-prior-authorization-technology-vendors/>. There you will find the full list of supported EHR vendors.

- If your EHR vendor is on the list and you do not know how to use ePA, contact your EHR support team and ask for help using the "electronic prior authorizations" features.
- If your EHR is supported by Surescripts and you are not able to submit a prior authorization request, contact your EHR support team, as your software may need to be updated.

Care teams can use their electronic health record (EHR) system to process ePA requests before or after a prescription is sent to the pharmacy. See details below.

#### **New Script**

During the prescribing process, you are alerted that a prior authorization is required.

1. You will receive a set of questions electronically from PerformRx.
2. Complete the questions and submit to PerformRx for review.
3. Once the review is completed, you will receive a status notification. If approved, you can notify the pharmacy that the prescription can be processed.

#### **New rejection**

Care teams can also submit electronic prior authorization requests after the prescription has been processed and rejected at the pharmacy.

1. You will be notified by the pharmacy that the medication requires prior authorization.
2. Take action within your EHR to initiate the prior authorization request.
3. You will receive a set of questions electronically from PerformRx.
4. Complete the questions and submit to PerformRx for review.



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5. Once the review is completed, you will receive a status notification. If approved, you will notify the pharmacy that the prescription can be processed.

If you have questions regarding a prior authorization request submitted for AmeriHealth District of Columbia, call Provider Services at **1-888-602-3741**.