

To: AmeriHealth Caritas Louisiana Providers

Date: January 12, 2017

Subject: Modified Utilization Management provisions this holiday weekend for members impacted by flu

Summary: Effective January 12, 2017, AmeriHealth Caritas Louisiana has temporarily modified utilization management processes in order to support members affected by the statewide flu outbreak.

In order to support our membership during a time that is being called the worst flu outbreak in decades, normal prior authorization processes have been temporarily modified **over the holiday weekend. This means:**

- No administrative denials will be issued for authorization requests that are received late or after urgent services were supplied for members impacted by flu. Medical necessity review will be completed on all new requests. Any services rendered must meet medical necessity standards.
- We will be accepting authorization requests from non-participating providers, as appropriate, for affected members, regardless of the availability of network providers.
- After business hours and on weekends and holidays, providers, practitioners can reach the on-call clinician through ACLA Member Services — 888.756.0004 for physical health services and 855.285.7466 for behavioral health services. Please have the following information available:
 - The name and title of the caller
 - Phone or pager numbers
 - Name of the health care provider or practitioner
 - Member's diagnosis and reason for the call
 - Member's name and plan ID number

The above changes are applicable for prior authorizations through Tuesday, January 16, 2017.

Questions:

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.