PROVIDER*ALERT*

To: **AmeriHealth Caritas Louisiana Providers**

Date: **March 14, 2023**

Subject: **Updated training material for NaviNet Medical Authorizations is now available online**

> **Summary:** A new version of the NaviNet Medical Authorizations Participant Guide is now available.

What's New?

AmeriHealth Caritas Louisiana has updated the NaviNet Medical Authorizations Participant Guide to include the following update:

- Newly activated feature to bypass the InterQual Review* process when completing prior authorization submissions (see page 23). This enhancement is at the request of provider administrative staff in order to expedite the submission of a prior authorization request. Clinical documentation is required to determine medical necessary. If additional clinical information is provided by answering the clinical questions in the submission process, there is an opportunity for automated approvals without the need for consideration by an AmeriHealth Caritas clinical reviewer.

Providers can access the new version of the Participant Guide by the NaviNet Plan Central page or by visiting our website at https://www.amerihealthcaritasla.com/provider/resources/navinet/index.aspx and navigating to:

- NaviNet Medical Authorizations Participant Guide
- NaviNet Medical Authorizations FAQs
- Prior Authorizations
- Tutorial video- How to Inquire About an Authorization
- Tutorial video- Authorization Submission

AmeriHealth Caritas Louisiana offers our providers access to *Medical Authorizations* for electronic submission of requests for authorization inquiries and submission. The *Medical Authorizations* portal is accessed through our website portal-NaviNet located on the Workflows menu.

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

For more information about our electronic prior authorization process, visit our website at https://www.amerihealthcaritasla.com/index.aspx and click on **Providers → Prior Authorization**.

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.

If the InterQual medical review is skipped, the medical review is completed by the health plan. If additional information is needed to complete the medical review, a Request for More Information (RFMI) will be sent to the provider through the NaviNet Provider Portal. If the provider completes InterQual medical review and the InterQual criteria is met, there is the possibility of an automatic approval.

Missed an alert?
You can always find a complete listing of provider alerts on the Newsletters and Updates page of our website.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com

Where can I find more information on COVID-19?
AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit http://amerihealthcaritasla.com/covid-19 for up-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.