

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: July 7, 2025

Subject: Supporting Documentation for Prior Authorization Requests

Summary: Important Reminder: Requirements for supporting documentation for prior authorization (PA) requests submitted via the NaviNet Provider portal.

To assist with timely review of your PA requests, it is important to ensure:

- Documentation submitted is for the correct member.
- At least three member identifiers are included in the request and on all supporting documentation submitted.

Member identifiers include:

- Member's first and last name, to include any suffix such as Sr. or Jr.
- Date of birth
- Medicaid ID
- Member ID
- Member's address
- Certification number (if there is already a request on file).
- Case reference number given for PA/concurrent review cases.

It is also important to provide a contact name and phone number in case additional information is required to complete the review of the request.

Adhering to these requirements reduces the risk of documentation being reviewed for an incorrect member and helps to ensure timely review of PA requests.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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