

To: AmeriHealth Caritas Louisiana Providers

Date: March 29, 2021

Subject: Prior Authorization Requests Submitted via Facsimile

Summary: Each prior authorization request submitted by fax to AmeriHealth Caritas Louisiana must be for only one member.

AmeriHealth Caritas Louisiana's Utilization Management (UM) team is implementing a workflow efficiency regarding faxed authorization requests. For this reason, UM is unable to accept more than one member per faxed request. Requests must be sent for one member at a time.

If a request is received for more than one member, the error in the workflow process will be recognized and our UM team will notify you to resend the requests reflecting one per member.

The fax number is (866) 397-4522 for physical health authorization requests. The fax number is (855) 301-5356 for behavioral health authorization requests.

Authorization requests also may be submitted via the Provider Portal in NaviNet. To register for NaviNet access, please visit www.navinet.net or contact your account executive for details.

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 Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

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 update-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.