

To: AmeriHealth Caritas Louisiana Providers

Date: January 19, 2023

Subject: Continuity of Care (COC) Authorizations

Summary: AmeriHealth Caritas Louisiana is honoring continuity of care authorizations from previous Managed Care Organizations.

AmeriHealth Caritas Louisiana is honoring authorizations from previous Managed Care Organizations for newly enrolled members. ACLA has information about previously approved authorizations that extended for dates of service **1/1/23** and beyond. This information is being updated in our medical management system and providers do not need to resubmit an authorization that was previously approved by the member's relinquishing MCO.

AmeriHealth Caritas Louisiana is honoring these authorizations through the end date provided by the relinquishing MCO.

Example: if a member was previously authorized for a service from **12/1/2022** through **5/1/2023**, ACLA will honor this authorization in our medical management system starting **1/1/2023** through **5/1/2023**.

If a member needs continuation of care, providers need to submit a prior authorization request to continue services at least 14 days prior to the end date of the member's authorization.

We would like to remind you that you can submit your prior authorization requests electronically via NaviNet. Through your single login to NaviNet, you can request prior authorization and view authorization history. If you are not already a NaviNet user, visit <https://navinet.secure.force.com> to sign up.

Retail pharmacy program

As it pertains to the retail pharmacy program, AmeriHealth Caritas Louisiana is allowing members on non-preferred medications to continue those medications for 60 days (or 90 days for behavioral health medications). This does not apply to drug quantity or age limits. New authorizations will have to be submitted to override those particular limits. At the end of the 60/90-day continuity of care period, providers will need to submit new prior authorizations for any non-preferred medications based on the Single Preferred Drug List (PDL).

The single Preferred Drug List (PDL) is available on the AmeriHealth Caritas Louisiana website at www.amerhealthcaritasla.com under the Pharmacy tab via this link: <http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>.

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](#).

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.