

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: March 23, 2022

Subject: AmeriHealth Caritas Louisiana's New Solution for Online Prior Authorizations

Summary: Effective **May 12, 2022** AmeriHealth Caritas Louisiana is implementing a new system for providers to submit prior authorization requests for medical and behavioral health services.

Update: The effective date has changed from April 17, 2022 to **May 12, 2022**.

AmeriHealth Caritas Louisiana has worked with NantHealth | NaviNet to bring you, **Open Authorizations**, a robust, intuitive, and streamlined online authorizations workflow.

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**

Want to learn more about Open Authorizations? **Video tutorials** and **step-by-step instructions** will be available via the NantHealth Help Center.

Will training be offered?

AmeriHealth Caritas Louisiana will offer training on the new system. Provider Network Management Account Executives will contact providers with training dates and times.

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.

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, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.