

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: June 25, 2021

Subject: New Automated Process Impacting Prior Authorization Submissions

Summary: Use the information below to help ensure timely and accurate processing of your prior authorization requests.

Coming soon, AmeriHealth Caritas Louisiana will introduce automation in our faxed prior authorization process through Optimal Character Recognition technology. This process is intended to improve timely responses to providers regarding authorization decisions.

Please note: This authorization form cannot be used for drug-related HCPCS codes, self-administered drugs, or provider-administered drugs. For drug-related authorizations, please use the [Louisiana Uniform Prescription Drug Prior Authorization Form](#), or contact PerformRx by calling 1-800-684-5502.

AmeriHealth Caritas Louisiana encourages all providers to submit prior authorizations online through our provider portal for optimal processing. You can access our prior authorization tool through our NaviNet Plan Central page. To register for NaviNet access, please visit www.navinet.net

For those times when you need to submit a prior authorization request via fax, please follow the tips below. Adopting these practices will help ensure your requests are processed quickly and accurately.

- Be sure you are using the most recent version of the AmeriHealth Caritas Louisiana prior authorization form. The prior authorization form has been updated for use with the new OCR technology. The updated form can be found online at: <https://www.amerhealthcaritasla.com/pdf/provider/resources/forms/pa-fax-form-acla.pdf>.
- Please type and do not hand write the information. Handwriting requests can lead to unnecessary delays in processing.
- If you must fill out the form by hand, please print neatly with adequate spacing between letters. Do not use cursive.
- Keep information within the assigned borders of the form. Don't overlap values into multiple fields, or extend values beyond the end-border of a field as this could result in delayed processing.
- Submit only one member prior authorization request per fax. If more than one member is submitted in a single fax request, the request will be returned unprocessed.

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 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.