

To: AmeriHealth Caritas Louisiana Providers

Date: August 25, 2022

Subject: New Solution for Online Prior Authorizations will launch on September 12, 2022

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

What's new?

AmeriHealth Caritas Louisiana has worked with NantHealth | NaviNet to bring you, **Medical 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 Medical Authorizations? A **video tutorial** and **step-by-step instructions** will be available via the NantHealth Help Center.

The authorization inquiry and authorization submission tutorials can be accessed through the following steps:

1. Log on to the AmeriHealth Caritas Louisiana website
2. Select Providers – Resources – Handbooks and guides
3. NantHealth/Navinet: How to Inquire about an Authorization or NantHealth/Navinet: Authorization Submission

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.

Prior authorization requests can still be submitted by fax transmission.

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 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.