

Effective December 1, 2021, AmeriHealth Caritas Louisiana will begin accepting electronic prior authorization (ePA) requests through our pharmacy benefit manager, PerformRx, and Surescripts. ePA can eliminate the need for fax or phone submissions and offers a more streamlined prior authorization process. With the ability to automatically identify and quickly process prior authorizations at the point of care, you can improve your practice's efficiency, avoid post-visit disruptions and deliver a more satisfying patient experience.

For Current Electronic Prior Authorization Users:

The electronic prior authorization function will become available for prior authorization submissions on December 1st. When entering a prescription in your electronic health record (EHR) system, you will get an alert if prior authorization is required. Once the prior authorization process is initiated, electronic question sets are presented for you or your staff to easily complete and electronically deliver to PerformRx for review.

For Users Considering Electronic Prior Authorization:

How it works:

Care teams can use their electronic health record (EHR) system to process electronic prior authorization requests before a prescription is sent to the pharmacy.

During the prescribing process, you're alerted that a prior authorization is required.

1. You'll receive a question set electronically from PerformRx.
2. Complete the question set and submit to PerformRx for review.
3. Once the review is completed, you'll receive a status notification. If approved, you'll notify the pharmacy that the prescription can be processed.

Care teams can also submit electronic prior authorization requests after the prescription has been processed and rejected at the pharmacy.

1. You're notified by the pharmacy that the medication requires prior authorization.
2. Take action within your EHR to initiate the prior authorization request.
3. You'll receive a question set electronically from PerformRx.
4. Complete the question set and submit to PerformRx for review.
5. Once the review is completed, you'll receive a status notification. If approved, you'll notify the pharmacy that the prescription can be processed.

To determine if your EHR is supported by Surescripts, visit <https://surescripts.com/network-alliance/electronic-prior-authorization-technology-vendors/> to check the full list of supported EHRs.

- If your EHR vendor is on the list and you don't know how to use ePA, contact your EHR support team and ask for help using the "electronic prior authorizations" features.
- If your EHR is supported by Surescripts and you're not able to submit a prior authorization request, contact your EHR support team, as your software may need to be updated.

If you have any questions regarding a prior authorization request submitted for AmeriHealth Caritas Louisiana, please call Pharmacy Services at 1-800-684-5502.