

To: AmeriHealth Caritas Pennsylvania (PA)/AmeriHealth Caritas Community HealthChoices (CHC) Providers

Date: April 5, 2022

Subject: AmeriHealth Caritas PA/AmeriHealth Caritas CHC's New Solution for Online Prior Authorizations.

Summary: Effective June 3, 2022, a new system is being implemented for providers to submit prior authorization requests for medical and behavioral health services.

What's new?

AmeriHealth Caritas PA/AmeriHealth Caritas CHC 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?

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

Questions:

If you have questions about this communication, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.