



AmeriHealth Caritas™

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: June 3, 2021

Subject: Prior Authorization Submission Tip Sheet

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

Effective July 1, 2021, AmeriHealth Caritas New Hampshire (ACNH) is introducing automation in our faxed prior authorization process through Optical Character Recognition technology.

ACNH encourages all providers to submit prior authorization requests via Jiva for optimal processing. You can access Jiva through our NaviNet Plan Central page.

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 Standardized Prior Authorization Request Form.** You can find this form online at:
<https://www.amerhealthcaritasnh.com/assets/pdf/provider/resources/forms/prior-authorization-request-form.pdf>.
- **Please type and do not hand write the information.** Handwritten 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 participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-888-599-1479**.