



AmeriHealth Caritas™

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers
Date: April 24, 2021
Subject: AmeriHealth Caritas New Hampshire information update

Summary: Fax prior authorization requests one at a time, or use NaviNet.

Submit member prior authorization requests by fax one at a time:

When sending prior authorization requests to AmeriHealth Caritas New Hampshire via fax for multiple members, providers must submit each request separately. Our fax system cannot accept more than one authorization request at a time.

Be sure to use the new state Standardized Prior Authorization Request Form for prior authorization requests going forward. You can find it on our Provider Manuals and Forms page (<https://www.amerihealthcaritasnh.com/provider/forms/index.aspx>) along with instructions for filling it out.

Consider using NaviNet for prior authorization requests:

AmeriHealth Caritas New Hampshire recommends providers use NaviNet to submit plan notification and prior authorization requests. Providers can upload clinical information through the NaviNet provider portal and view the status of requests in real time at <https://www.amerihealthcaritasnh.com/provider/resources/navinet.aspx>.

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 Account Executive or the Provider Services department at **1-888-599-1479**. You can also call AmeriHealth Caritas Utilization Management at **1-833-472-2264** with any questions you have.