



# AmeriHealth Caritas™

## New Hampshire

**To:** AmeriHealth Caritas New Hampshire Pharmacy Providers

**Date:** December 14, 2021

**Subject:** AmeriHealth Caritas New Hampshire Accepts Electronic Prior Authorization Requests

**Summary: We accept electronic prior authorization (ePA) requests through PerformRx<sup>SM</sup> and Surescripts<sup>®</sup>.**

AmeriHealth Caritas New Hampshire accepts electronic prior authorization (ePA) requests through PerformRx and Surescripts. ePA can eliminate the need for fax or phone submissions and offers a more streamlined prior authorization (PA) process. With the ability to automatically identify and quickly process PA 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 ePA users:**

When entering a prescription in your electronic health record (EHR) system, you will get an alert if PA is required. Once the PA 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 ePA:**

Here's how it works. Care teams can use their EHR system to process ePA requests before a prescription is sent to the pharmacy. During the prescribing process, you will be alerted that a PA is required. Then:

1. You will 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 will receive a status notification. If approved, you will notify the pharmacy that the prescription can be processed.

Care teams can also submit electronic PA requests after the prescription has been processed and rejected at the pharmacy. Then:

1. You are notified by the pharmacy that the medication requires PA.
2. Take action within your EHR to initiate the PA request.
3. You will 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 will receive a status notification. If approved, you will notify the pharmacy that the prescription can be processed.



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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 but you do not 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, but you are not able to submit a PA request, contact your EHR support team, as your software may need to be updated.

If you have any questions regarding a PA request submitted for AmeriHealth Caritas New Hampshire, please call Provider Services at **1-888-765-6394**.