

To: AmeriHealth Caritas Providers

Date: December 14, 2023

Subject: AmeriHealth Caritas Florida to manage prior authorization requests currently managed through eviCore healthcare beginning March 12, 2024

Effective March 12, 2024, AmeriHealth Caritas Florida will be the single point of contact for all new prior authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests previously managed by eviCore healthcare. Any such authorization requests submitted to eviCore healthcare before midnight on March 12, 2024 for selected services or items outlined on our website, <https://www.amerihealthcaritasfl.com/provider/resources/evicore-prior-auth.aspx>, will be processed by eviCore healthcare. To help ensure a smooth transition of the management of prior authorization requests, we ask that providers refrain from submitting duplicate requests to eviCore healthcare and AmeriHealth Caritas Florida.

To verify whether a service or item requires prior authorization, use the prior authorization lookup tool, <https://www.amerihealthcaritasfl.com/provider/resources/prior-authorization-lookup.aspx>, on our website. Please remember, the results of this tool are not a guarantee of coverage or authorization. If you do not see the service you are seeking, please contact **Utilization Management** at 1-855-371-8074.

Beginning March 12, 2024, all new prior authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests for services provided prior to March 12, 2024 should be submitted directly to AmeriHealth Caritas Florida in one of the following ways:

11631 Kew Gardens Avenue, Suite 200, Palm Beach Gardens, FL 33410

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- **The fastest way to submit prior authorizations is electronically, via Medical Authorizations in www.navinet.net.**
- **By calling AmeriHealth Caritas Florida **Utilization Management** at **1-855-371-8074**, Monday to Friday, 8 a.m. to 5 p.m. After hours, weekends and holidays, please call **1-855-355-9800**.**
- **By faxing a completed Prior Authorization Requests Form to **1-855-236-9285**.**

The AmeriHealth Caritas Florida **Prior Authorization webpage and Lookup Tool will be updated with instructions and guidelines for submitting standard and urgent requests.** Additional information about the transition of the management of prior authorization requests will be shared in the coming weeks.

Thank you for your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or Provider Services at **1-800-617-5727**.