



# AmeriHealth Caritas™

## New Hampshire

**To:** AmeriHealth Caritas New Hampshire Providers

**Date:** March 31, 2022

**Subject:** AmeriHealth Caritas New Hampshire's New Solution for Online Prior Authorizations.

**Summary: Effective June 24, 2022,** AmeriHealth Caritas New Hampshire is implementing a new system for providers to submit prior authorization requests for medical and behavioral health services.

### What's new?

AmeriHealth Caritas New Hampshire 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?

AmeriHealth Caritas New Hampshire 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 **1-888-765-6394**.

ACNH\_221886850