



AmeriHealth Caritas[™]

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: December 20, 2023

Subject: Management of prior authorizations changing from eviCore to AmeriHealth Caritas New Hampshire

Summary: AmeriHealth Caritas New Hampshire to manage prior authorization requests currently managed through eviCore healthcare beginning January 12, 2024

Effective January 12, 2024, AmeriHealth Caritas New Hampshire will be the single point of contact for prior authorization requests that are new or for continuation of services, other than for outpatient radiology services. **There will be no change to the process for radiology service authorizations, which will continue to be managed by NIA.**

Prior authorization requests submitted to eviCore healthcare **before midnight** on 1/12/2024 for selected services or items outlined on our website, at <http://www.amerhealthcaritasnh.com/provider/resources/physical-prior-auth.aspx> will be processed by eviCore.

To help ensure a smooth transition of the management of prior authorization requests, we ask that providers refrain from submitting duplicate requests to eviCore and AmeriHealth Caritas New Hampshire.

To verify whether a service or item requires prior authorization, use the www.amerhealthcaritasnh.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 1-833-472-2264.

Beginning January 12, 2024, all prior authorization requests that are new or for continuation of services should be submitted directly to AmeriHealth Caritas New Hampshire in one of the following ways:

- **The fastest way to submit medical prior authorizations is electronically, via Medical Authorizations in www.amerhealthcaritasnh.com/provider/resources/navinet.aspx.**



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- By calling AmeriHealth Caritas New Hampshire **Utilization Management** at **1-833-472-2264** from 8 a.m. to 5 p.m., Monday through Friday. For prior authorization after hours, on weekends, and during holidays, call Member Services at **1-833-704-1177**.
- By faxing a completed Prior Authorization Requests Form to **1-833-469-2264**.

The AmeriHealth Caritas New Hampshire **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.

Questions:

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-888-599-1479**.