



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: December 11, 2023

Subject: AmeriHealth Caritas DC to manage prior authorization requests now managed through eviCore healthcare beginning January 12, 2024

Dear Provider:

Effective January 12, 2024, AmeriHealth Caritas District of Columbia (DC) 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. Any such authorization requests submitted to eviCore healthcare before midnight on January 11, 2024 for selected services or items outlined on our [website](#) 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 DC.

To verify whether a service or item requires prior authorization, use the [prior authorization lookup tool](#) 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 **202-408-4823** or **1-800-408-7510**.

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

- **The fastest way to submit prior authorizations is electronically, via Medical Authorizations in [NaviNet](#).**
- By calling the AmeriHealth Caritas DC Utilization Management department at 202-408-4823 or 1-800-408-7510 between 8:00 a.m. to 5:30 p.m., Monday to Friday.
- By faxing a completed [Prior Authorization Request](#) form to 202-408-1031 or 1-877-759-6216.

The AmeriHealth Caritas DC 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 for prior authorization requests will be shared in the coming weeks.

Thank you for your continued commitment to the care of our enrollees. If you have questions about this communication, please contact your Provider Account Executive or Provider Services at 202-408-2237 or 1-888-656-2383.

Sincerely,
AmeriHealth Caritas DC