



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: January 8, 2024

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

Dear Provider:

As previously communicated, 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 healthcare.

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 healthcare. Beginning January 12, 2024, providers should submit all new authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests for services provided prior to January 12, 2024, directly to AmeriHealth Caritas DC in any 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.

To help ensure a smooth transition of the management of prior authorization requests, AmeriHealth Caritas DC's Prior Authorization [webpage](#) and [Lookup Tool](#) are being updated with instructions and guidelines that are effective January 12, 2024.

AmeriHealth Caritas DC will revert to the prior authorization guidelines for select services below that were in effect before eviCore healthcare was contracted by AmeriHealth Caritas DC to review these services.

- **DME**
- **Joint and spine surgery**
- **Pain management**
- **Diagnostic sleep testing**
- **Medical oncology**
- **Physical therapy**
- **Genetic testing**
- **Occupational therapy**
- **Radiation oncology**

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**.

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