

To: AmeriHealth Caritas Florida Providers

Date: March 5, 2024

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

As previously communicated, **beginning 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 11, 2024, for selected services or items outlined on our [website](#) will be processed by eviCore healthcare.**

Beginning March 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 March 12, 2024, directly to AmeriHealth Caritas Florida.

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

AmeriHealth Caritas Florida will revert to the prior authorization guidelines for select services below that were in effect before eviCore.

Diagnostic Sleep Testing	Occupational Therapy
Genetic Testing	Pain Management
Joint & Spine Surgery	Physical Therapy
Medical Oncology	Radiation Oncology

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To verify whether a service or item requires prior authorization, please use the Prior Authorization Lookup Tool at: <https://www.amerhealthcaritasfl.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**.

Prior authorization requests should be submitted in any one of the following ways:

- The fastest way to submit prior authorizations is electronically, via Medical Authorizations in www.navinet.net.
- Fax a completed [Prior Authorization Form](#) to **1-855-236-9285**
- Request authorization from AmeriHealth Caritas Florida's **Utilization Management** by calling **1-855-371-8074** (8 a.m. to 5 p.m., Monday to Friday). After hours, weekends and holidays, please call Member Services at **1-855-355-9800**.

If you have questions about this communication, please contact your Provider Account Executive or Provider Services at **1-800-617-5727**.