



**To:** AmeriHealth Caritas Next and First Choice Next Providers

**Date:** October 12, 2023

**Subject:** AmeriHealth Caritas Next and First Choice Next Prior Authorization Requests

**Summary: Fax prior authorization requests one at a time or use NaviNet®.**

**Submit member prior authorization requests by fax one at a time:**

When sending prior authorization requests to AmeriHealth Caritas Next and First Choice Next via fax for multiple members, providers must submit each request separately. Our fax system cannot accept more than one authorization request at a time.

Be sure to use the Physical Health Prior Authorization or the Behavioral Health Prior Authorization form for prior authorization requests going forward. You can access these documents on the *Forms* sections of the provider website (<https://www.amerihealthcaritasnext.com/>). In order to not delay the processing of your authorization request please complete all fields on the form.

**Consider using NaviNet for prior authorization requests:**

AmeriHealth Caritas Next and First Choice Next recommend providers use NaviNet to submit plan notification and prior authorization requests. Providers can upload clinical information through the NaviNet provider portal and view the status of requests in real time. For more information, please visit the NaviNet information section under *Provider Tools and Services* on the provider website (<https://www.amerihealthcaritasnext.com/>).

**Questions:**

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or your state's Provider Services department.

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