

October 1, 2025

Organ Transplant Initial Evaluation Notification

Summary: AmeriHealth Caritas Next understands the importance of collaborating with our providers to provide specialized care for our members who may undergo an organ transplant. To begin planning for required care throughout the organ transplant process the health plan needs to be engaged as soon as possible. This begins with the initial evaluation and consideration for surgery.

Effective **January 5, 2026**, AmeriHealth Caritas Next will require providers to submit notification of transplant evaluations. This notification will alert the health plan of the probability of an upcoming transplant procedure, activate care management planning, and coordination of required post-transplant or subsequent care to help ensure the best outcomes for our members.

What will this mean for providers?

- Providers will submit the transplant evaluation notification via the NaviNet provider portal using the *Medical Authorizations* link, located under *Workflows for this Plan*.
 - Under *Service Type*, choose *Outpatient Transplant Evaluation* from the dropdown.
- Providers may also submit notifications by completing the Physical Health Prior Authorization form, located on our Prior Authorizations webpage. Fax completed form to **1-844-412-7890**.
- Medical necessity review will not be required for the initial evaluation.
- Medical necessity review will be required prior to the transplant procedure.

New to NaviNet?

- If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up.
- If you have questions or need further assistance with NaviNet, please contact the NaviNet [Customer Support](#) team at **1-888-482-8057**, Monday – Friday 8am-11pm EST.

AmeriHealth Caritas Next and First Choice Next are individual and family health plans offered both on and off the Health Insurance Marketplace® by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.



Questions:

If you have questions about the organ transplant process, please contact the UM Transplant Team at **1-833-983-7229**, Monday - Friday 8am - 5pm EST. Note: Messages will be monitored seven days a week.

Thank you for your cooperation and for the valuable services you provide our members.

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