

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: January 16, 2017 (updated January 18, 2018)

Subject: Modified Utilization Management provisions due to weather

Summary: Effective January 16, 2017, AmeriHealth Caritas Louisiana has temporarily modified utilization management processes in order to support providers and members.

AmeriHealth Caritas Louisiana recognizes the strain on resources faced by our providers dealing with wintry weather conditions in addition to the statewide flu epidemic. In order to support providers and members during this time, normal prior authorization processes have been temporarily modified. **This means:**

- No administrative denials will be issued for late authorization requests that are received after urgent services are supplied for members impacted during this time. Medical necessity review will be completed on all requests. Any services rendered must meet medical necessity standards.
- We will be accepting authorization requests from non-participating providers, as appropriate, regardless of the availability of network providers.

The above changes are applicable for prior authorizations through 8:00 a.m. CST Friday, January 19, 2017.

Questions:

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at **1-888-922-0007** or your Provider Network Management account executive.