To: **AmeriHealth Caritas Louisiana Professional Providers**
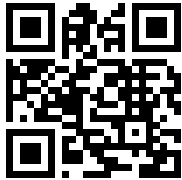
Date: **December 30, 2024**

Subject: **Ways to Avoid Common Errors in Electronic Prior Authorization Submissions**

> **Summary: Ways to Avoid Common Errors in Electronic Prior Authorization Submissions**

Submitting your electronic prior authorization requests thoroughly and accurately in NaviNet will help your requests to process more quickly, help minimize claim errors, and help you get paid on time. Outlined below are ways to avoid common errors when submitting your prior authorization requests.

- Do not create duplicate authorizations; use the amend functionality on existing authorizations.
- Initiate amendments if more services/days are requested. Do not attach documents as a "request".
- Reference the prior authorization lookup tool on the plan website to see if a service requires prior authorization before submitting authorization requests.
- Enter all codes and units requested during an initial submission or amendment.
- Do not add newborns who are not yet in the system under the mother's record.
- Understand the difference between urgent and emergent.
- Ensure HIPAA 3 points of verification are located on all pages of clinical documentation submitted.
- Submit delivery notifications correctly.
- Understand provider type differences between inpatient and outpatient requests.
- Include a phone and fax number under the contact information so the Utilization Management department can reach the provider.
- Ensure the admission date for an inpatient request is the date the member was admitted.
- Do not use NaviNet to request a reconsideration or a peer-to-peer review (P2P).

For further information and instructions on these topics, please visit our **Ways to Avoid Common Errors in Electronic Prior Authorization Submissions webpage** by scanning the QR code below.

Scan to visit webpage

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert? You can find a complete list of provider alerts on our website's Provider Newsletters and Updates page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.