

To: AmeriHealth Caritas Next Providers

Date: December 4, 2024

Subject: Hurricane Helene- AmeriHealth Caritas Next Returns to Normal Business Operations

AmeriHealth Caritas Next would like to notify Providers that we have returned to normal business operations following the North Carolina State of Emergency due to Hurricane Helene. We would also like to remind Providers of the online resources available to your office:

### Provider Portal- NaviNet

- Providers can access important information through our [provider portal](#) including:
  - Member eligibility and benefits information, including Member in pending status
  - Panel roster reports
  - Care gap reports to identify needed services
  - Member clinical summaries
  - Social determinants of health information
  - Admission and discharge reports
  - Medical and pharmacy claims data
  - Electronic submission of prior authorization requests

### Prior Authorization Guidelines-

For online prior authorization, providers can use the Medical Authorizations feature inside our secure provider portal [NaviNet](#).

In addition to submitting and inquiring on existing authorizations, you will also be able to:

- Verify if no authorization is required.
- Receive auto approvals, in some circumstances.
- Submit an amended authorization.
- Attach supplemental documentation.
- Sign up for in-app status-change notifications directly from the health plan.
- Access a multi-payer Authorization log.
- Submit inpatient concurrent reviews online if you have Health Information Exchange (HIE) capabilities. (Fax is no longer required.)
- Review inpatient admission notifications and provide supporting clinical documentation.

If you should have any questions, please contact your Account Executive or AmeriHealth Caritas Next Provider Services at 1-855-266-0219.