

Prior Authorization Step by Step

Action	Contact
If you would like to see if a service requires a prior authorization	Check the prior authorization list at www.amerhealthcaritasia.com/provider/resources/prior-auth.aspx .
You can submit a prior authorization	<ul style="list-style-type: none"> • Electronically by accessing JIVA within NaviNet. • By faxing a completed prior authorization form. • By phone.
If you would like to submit a prior authorization electronically	Log in to NaviNet and select Pre-authorization management to access JIVA to complete the prior authorization request.
If you would like to submit a prior authorization by fax	<p>Complete the appropriate prior authorization form and send to the appropriate fax number:</p> <ul style="list-style-type: none"> • Physical medicine prior authorization fax: 1-844-399-0478. • Behavioral health prior authorization fax: 1-844-214-2469. • Long-term services and supports (LTSS) prior authorization fax: 1-844-399-0479. • Bright Start® (Neonatal Intensive Care Unit (NICU) and obstetric related) prior authorization fax: 1-844-201-6798. • All prior authorization forms can be found at www.amerhealthcaritasia.com/provider/resources/prior-auth.aspx.
If you would like to submit a prior authorization by phone or have a question about a submitted prior authorization	<ul style="list-style-type: none"> • For physical medicine prior authorization, call 1-844-411-0604. • For behavioral health prior authorization, call 1-844-214-2474. • For LTSS prior authorization, call 1-844-411-0604. • For Bright Start (NICU and obstetric related), call: 1-855-332-2440, option 3.
You can submit a pharmacy prior authorization and/or check on a submitted pharmacy prior authorization	<ul style="list-style-type: none"> • Electronically under “Pharmacy services” at www.amerhealthcaritasia.com/provider/pharmacy. • By phone at 1-855-328-1612. • By faxing a completed prior authorization form to 1-855-825-2714. <p>Prescriber contacts:</p> <ul style="list-style-type: none"> • Call 1-855-328-1612 between 7:30 a.m. and 6:00 p.m. (CT) Monday through Friday. After business hours and on Saturdays, Sundays and holidays, call Member Services at 1-855-248-0453.
Hours of operation	<ul style="list-style-type: none"> • For physical health, hours of operation are 8:30 a.m. to 5 p.m. (CT), Monday through Friday. • For behavioral health and LTSS, hours of operation are 8 a.m. to 5 p.m. (CT), Monday through Friday. <ul style="list-style-type: none"> – For acute psychiatric inpatient requests, call the behavioral health utilization management team 24 hours a day, seven days a week at 1-844-214-2474. • An on-call nurse is available after hours, Saturdays, Sundays, and holidays through Member Services at 1-855-332-2440. The Member Services representative will activate the on-call process for the nurse.