

To: AmeriHealth Caritas Pennsylvania (PA)/AmeriHealth Caritas Pennsylvania (PA)  
Community HealthChoices (CHC) Providers  
Date: April 12, 2023  
Subject: Transplant Care Coordination Process Change

**Summary: With a goal of prioritizing transplant requests and updates regarding AmeriHealth Caritas PA/AmeriHealth Caritas PA CHC transplant prior authorization and care coordination needs, we are implementing process changes to assure that calls requesting transplant authorizations or transplant care coordination are sent to the appropriate contacts for timely attention.**

- Effective immediately, providers should call the *Prior Authorization Contact Number* below for **initial transplant authorization** requests or ongoing changes.
- For instances where providers have inquiries related to **transplant care coordination**, please contact the AmeriHealth Caritas PA/AmeriHealth Caritas PA CHC *Case Management Department*, as applicable, for triage to the appropriate team for additional support.

Prior Authorization	AmeriHealth Caritas PA Case Management	AmeriHealth Caritas PA CHC Case Management
1-800-521-6622	1-877-693-8271	1-855-332-0116

- Please access the prior authorization form for transplant prior authorization at:
  - **AmeriHealth Caritas PA prior authorization request form:**  
<https://www.amerhealthcaritaspa.com/pdf/provider/resources/forms/prior-authorization-request.pdf>
  - **AmeriHealth Caritas PA CHC CHC prior authorization request form:**  
<https://www.amerhealthcaritaschc.com/assets/pdf/provider/prior-auth/prior-auth-request.pdf>

### Questions

Thank you for your participation in our network and your continued commitment to the care of our Members/Participants. If you have questions about this communication, please contact your Provider Account Executive.