

February 13, 2024

ACNC Offers Improved Member Access and Administrative Ease for Behavioral Health Providers with Reductions in Prior Authorization Requirements


Dear behavioral health provider,

Member access to timely, high quality physical and behavioral health care is the highest priority for AmeriHealth Caritas North Carolina. To further our goal of mental health parity, notifications are no longer required for **behavioral health codes** and have been relaxed for more than a dozen services including, but not limited to, facility-based crisis treatment for children and adolescents, mobile crisis management, and outpatient treatments.

These changes took effect January 1, 2025, and are reflected in the [Behavioral Health Utilization Management Guide](#).

For the most up-to-date information on prior authorizations for all services, use our [Prior Authorization lookup tool](#). Please contact Provider Services at 1-888-738-0004 for additional information or support.

Sincerely,



Heidi Chan
Market President



Nerissa Price, M.D.
Behavioral Health Medical Director

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers.