

February 13, 2024

ACNC Offers Improved Member Access and Administrative Ease for Providers With Reductions in Prior Authorization Requirements

Dear provider,

Member access to timely, high-quality physical and behavioral health care is the highest priority for AmeriHealth Caritas North Carolina (ACNC). We recognize that valuable treatment time can be lost for our members when providers are saddled with overly restrictive processes.

As part of our ongoing commitment to members and providers, ACNC has eliminated prior authorization requirements for more than 1,900 physical and behavioral health procedure codes since 2023.

The latest updates took effect **January 1, 2025**:

- Prior authorization and notification requirements have been removed for more than 240 **physical health codes**, including a select number of durable medical equipment, physical and occupational therapies, orthotics and prosthetics, and surgery codes.
- To further our goal of mental health parity, notifications are no longer required for **behavioral health codes** and prior authorization requirements were eliminated for more than a dozen services including, but not limited to, facility-based crisis treatment, mobile crisis management, and outpatient treatments.

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

Your partnership is important to us, and we welcome your feedback as we continue to align with state recommendations and evaluate additional opportunities for improvement to help ACNC members get the care they need at the right time and place. If you have questions about these changes, or further suggestions, please reach out to your dedicated [ACNC Account Executive](#).

Sincerely,



Heidi Chan
Market President



Steve Spalding, MD
Market Chief Medical Officer

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