

To: AmeriHealth Caritas Florida Providers

Date: May 2, 2022

Subject: Effective June 1, 2022, Change in Behavioral Health Service Authorization

We would like to let you know about an important change to our vendor partners. Effective June 1, 2022, BHM Healthcare Solutions, Inc. (“BHM”) will become our new behavioral health service authorization vendor.

BHM provides services authorization services for behavioral health services that require prior authorization. A full list of services that require prior authorization can be found in the provider manual on AmeriHealth Caritas Florida’s website at www.amerhealthcaritasfl.com.

If you have any questions about the transition, please contact AmeriHealth Caritas Florida Provider Services at **1-800-617-5727**, Monday - Friday 8 a.m. to 7 p.m. EST. The change in service authorization for behavioral health services will have **no impact on the member**. If your AmeriHealth Caritas Florida patients have questions about their behavioral health benefit, please have them call Member Services at **1-855-355-9800 (TTY 1-855-358-5856) 24/7/365**.

We value your role as a network provider. Thank you for your continued service to our members.

Our goal is to keep you informed of the most important provider news and alerts.

Sign up today for Network News, our new environmentally friendly, no-cost email service for AmeriHealth Caritas Florida providers and administrative support teams. **Network News will replace fax communications, which will be phased out by July 1, 2022.**

Signing up is easy, go to the provider homepage of our website, www.amerhealthcaritasfl.com.