

April 2017



Report suspected fraud, waste, or abuse

Providers who suspect that an AmeriHealth Caritas Pennsylvania and/or AmeriHealth Caritas Northeast provider, employee, or member is committing fraud, waste, or abuse should notify the our Special Investigations Unit as follows:

Call: AmeriHealth Caritas Fraud Tip Hotline (toll-free) at **1-866-833-9718**

Email: fraudtip@amerihealthcaritas.com

Write: AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast
Special Investigations Unit
200 Stevens Drive
Philadelphia, PA 19113

Our Special Investigations Unit supports the efforts of local and state authorities in the prosecution of reported cases of fraud, waste, and abuse. Reports of suspected fraud, waste, and abuse related to AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast can also be sent directly to:

Phone: **1-844-DHS-TIPS** or **1-844-347-8477**

Online: www.state.pa.us/

Email: omaptips@state.pa.us

Fax: **1-717-772-4655**, Attn: OMAP Provider Compliance Hotline

Mail: Bureau of Program Integrity
OMAP Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

Information can be left anonymously.

Articles in this edition

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Prior authorization requests:
Write legibly!

Reminder: Update your contact information

Questions?

If you have questions about this communication, please contact your provider Account Executive or one of the following departments:

**AmeriHealth Caritas
Pennsylvania Provider
Services 1-800-521-6007**

**AmeriHealth Caritas
Northeast Provider Services
1-888-208-7370**



Prior authorization requests: Write legibly!

Help us to process your requests for prior authorization accurately and efficiently while protecting our members' protected health information (PHI).

Write legibly when you fax your requests for prior authorization. We value our members' privacy but risk incorrectly sharing member PHI by responding to the wrong fax number if the request for prior authorization is not written legibly.

Take advantage of our online prior authorization request tools. Eliminate legibility issues by submitting your prior authorization requests securely online. Medical prior authorization forms are located at:

AmeriHealth Caritas Pennsylvania

www.amerihealthcaritaspa.com/provider/resources/jiva/index.aspx

AmeriHealth Caritas Northeast

www.amerihealthcaritasnortheast.com/provider/resources/jiva.aspx

Note: You must have a NaviNet® login in order to access Jiva, the medical prior authorization tool.

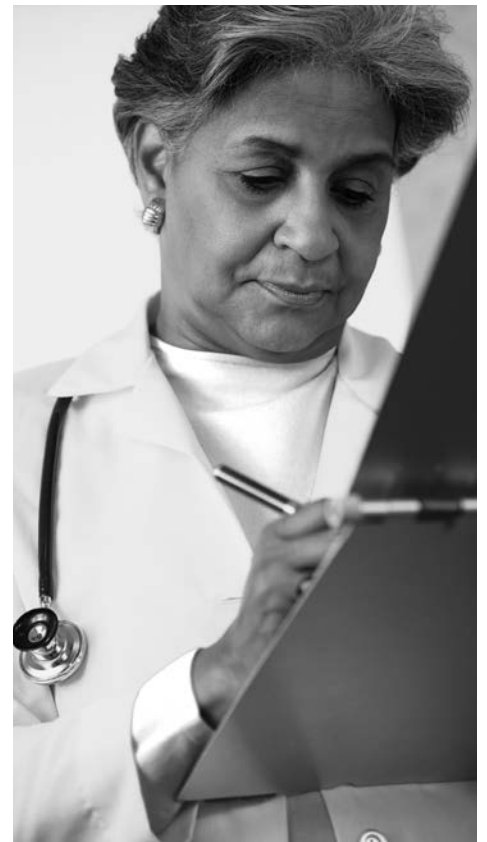
Online pharmacy prior authorizations forms are located at:

AmeriHealth Caritas Pennsylvania

www.amerihealthcaritaspa.com/pharmacy/prior-auth/index.aspx

AmeriHealth Caritas Northeast

www.amerihealthcaritasnortheast.com/pharmacy/prior-auth/index.aspx



Please contact AmeriHealth Caritas Pennsylvania's Provider Services department at **1-800-521-6007** or AmeriHealth Caritas Northeast's Provider Services department at **1-888-208-7370** with any demographic changes to your office information or changes, additions, or deletions to your provider rosters. Keeping us apprised of your office's correct physical location and provider rosters ensures our members have the best possible experience when trying to locate their medical providers. You may check your information in our systems by going to either www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Providers** (top menu) → **Provider Directory** (left-hand menu) and searching your information in our Provider Directory.