

# Provider Reference Guide

Your provider account executive: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: **1-717-651-1673**

For information, visit: [www.amerhealthcaritaspa.com/provider/contact/index.aspx](http://www.amerhealthcaritaspa.com/provider/contact/index.aspx).

## Provider Services 1-800-521-6007

24 hours a day, 7 days a week.

## Dental Provider Services 1-855-434-9241

## Member Services 1-888-991-7200

24 hours a day, 7 days a week.

## NaviNet [www.navinet.net](http://www.navinet.net) 1-888-482-8057

Provides access to member eligibility, claims status inquiry, referral submission and retrieval, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices and panel rosters.

## Vision services 1-800-773-2847

Administered by Davis Vision, [www.davisvision.com](http://www.davisvision.com).

## Laboratory services 1-800-521-6007

Some members have been assigned to Quest Diagnostics. If no lab is designated on the member's ID card, any participating laboratory may be used.

## Family planning services 1-800-521-6007

Members self-refer for routine family planning services and may go to any physician or clinic.

## CONNECT Hotline 1-800-692-7288

For family inquiries on Pennsylvania's Early Intervention System.

## PA tobacco cessation information 1-800-QUIT-NOW (1-800-784-8669)

## Medical Assistance Transportation Program (MATP) 1-800-521-6007 <http://matp.pa.gov/>

For Medical Assistance recipients' transportation inquiries regarding arranging non-emergency transportation.

## Emergency room policy 1-800-521-6007

- Prior authorization is not required for emergency room visits.
- Participating providers are not required to obtain prior authorization for emergent short procedure unit (SPU) or emergent 23-hour observation stays.
- Emergent admissions require notification by fax or phone within 48 hours or on the first business day after the day services were rendered.

## Pharmacy services (PerformRx<sup>SM</sup>) 1-866-610-2774

Prior authorization is required for all prescriptions on multi-source branded products, injectables, and non-formulary medications.

- For pharmacy authorization .....Fax: 1-888-981-5202  
Online: [www.amerhealthcaritaspa.com](http://www.amerhealthcaritaspa.com) → Pharmacy → Online PA Request Form

## Pharmacy services (PerformRx) (continued) 1-866-610-2774

- Prior authorization and claims questions.....1-866-610-2774
- Emergent admissions require notification by fax or phone within 48 hours or on the first business day after the day services were rendered.
- Pharmacy Peer-to-Peer Line .....1-866-610-2774

## Services requiring prior authorization include, but are not limited to, the list below.

- Elective inpatient hospital admissions, including rehabilitation.
- Elective transplant evaluations and procedures.
- Elective/non-emergent air ambulance transportation.
- Elective transfers for inpatient or outpatient services between acute care facilities.
- Skilled nursing facility.
- Gastroenterology services (code 91110 and 9111 only).
- Bariatric surgery.
- All pain management services, with the **exception** of services that are on the Pennsylvania MA fee schedule and are provided in a participating physician office setting (POS 11).
- Cosmetic procedures.
- Physical, occupational, and speech therapy exceeding 24 visits per discipline within a calendar year.
- Home health services after 6 visits per modality performed in a calendar year (may not exceed 60 days).
- Shift care/private duty nursing.
- Durable medical equipment (DME) rentals and purchases in excess of \$750 per item in billed charges.
- Wheelchair purchases and accessories, regardless of cost.
- Cardiac or pulmonary rehabilitation.
- Enterals:
  - All members over age 21.
  - Members under age 21 in excess of \$500 per month.
- Diapers: any request in excess of 300 diapers or Pull-Ups (or combination), requests for brand-specific diapers, or diapers supplied by a DME provider other than J&B Medical Supply. Contact J&B Medical Supply for authorization at phone 1-866-674-5850 or fax 1-800-737-0012.
- Chiropractic services after initial visit.
- Any service performed by a nonparticipating provider, unless it is an emergency service.
- Experimental or investigational services.
- Neurological psychological testing.
- Genetic laboratory testing.
- All miscellaneous/unlisted codes.
- Services or equipment not on MA fee schedule and/or in excess of Department of Human Services (DHS) limitations.
- Ambulance transportation to and from a Prescribed Pediatric Extended Care Center (PPECC)/medical daycare.
- Select prescription medications.
- Select dental services.
- Elective termination of pregnancy.

## Information needed for Utilization Management authorization requests:

- Member 's Plan ID number.
- Member's name.
- Member's date of birth.
- Diagnosis/diagnoses codes (ICD-10).
- Requested CPT codes.
- Date of service.
- Ordering/referring doctor NPI.
- Facility/treating provider NPI.
- Applicable clinical information.

## Outpatient radiology services requiring prior authorization by National Imaging Associates Inc. (NIA) at [www.radmd.com](http://www.radmd.com) or 1-800-424-5657:

- CT/CTA.
- MRI/MRA.
- Nuclear cardiology/ MPI.
- PET scan.
- CCTA.

**Fraud, Waste, and Abuse:** Hotline: 1-866-833-9718; email: [fraudtip@amerihealthcaritas.com](mailto:fraudtip@amerihealthcaritas.com); write: **Special Investigations Unit, AmeriHealth Caritas, 200 Stevens Drive, Philadelphia, PA 19113**

# Contact Information



## All claims

Please indicate "Resubmitted" or "Corrected Claim" on the claim form (if applicable).

AmeriHealth Caritas Pennsylvania Claims Processing Department  
P.O. Box 7118  
London, KY 40742

## Provider disputes (informal)

Dissatisfaction **not** concerning medical necessity:

AmeriHealth Caritas Pennsylvania Informal Provider Disputes  
P.O. Box 7329  
London, KY 40742

## Provider appeals (formal)

Written request for the reversal of a medical denial.

✉ Please indicate "Provider Appeals" on the envelope.

### Inpatient appeals:

AmeriHealth Caritas Pennsylvania Provider Appeals Department  
P.O. Box 7307  
London, KY 40742

### Outpatient appeals:

AmeriHealth Caritas Pennsylvania Provider Appeals Department  
P.O. Box 7316  
London, KY 40742

## Timely filing limits

When submitting an EOB with a claim, the dates and dollars must all match to avoid a rejection of the claim.

Initial claims.....180 days  
Resubmissions  
and corrections.....365 days  
COB submissions after  
primary payment.....60 days

## Nurse Call Line

A confidential line for members to ask health-related questions.

24 hours a day, 7 days a week, call 1-866-566-1513.

## Retrospective review

All retrospective authorization requests should be faxed to 1-866-755-9949 or mailed to: 8040 Carlson Road, Suite 500, Harrisburg, PA 17112. No telephonic calls for retrospective review will be accepted.

## EDI payer ID #22248

EDI Technical Support Line: 1-877-234-4272	PA Enrollment Services: 1-800-440-3989	Peer-to-Peer Hotline: 1-800-521-6622
Department	Phone number	Fax number
Admission notification	1-800-521-6622	1-866-755-3186
Bright Start® (maternity services) obstetrical needs assessment form (ONAF)	1-877-364-6797	1-866-755-9935
Concurrent review units* (to include skilled nursing facilities and inpatient rehabilitation)	1-800-521-6622	
Unit 1	1-800-521-6622	1-866-755-9936
Unit 2	1-800-521-6622	1-855-332-0989
Unit 3	1-800-521-6622	1-855-332-0990
*To determine the assigned unit, call 1-800-521-6622 (concurrent review prompt).		
Contracting	1-866-546-7972	1-717-651-1673
Credentialing	1-800-642-3510, option 2	
Credentialing Check (to inquire on status of CRED or for missing paperwork)	1-800-642-3510, option 2	
DME authorization	1-800-521-6622	1-866-755-9841
EPSDT unit	1-855-300-8334	1-866-208-8145
Integrated Health Care Management	1-877-693-8271, option 2	1-866-755-0030
Missed shift care reports		1-888-274-5584 or shiftcaremailbox@ amerihealthcaritas.com
Pediatric shift care	1-800-521-6622	1-866-755-0038
Prior authorization (to include home care)	1-800-521-6622	1-866-755-9949
Provider Services	1-800-521-6007	
Retention unit	1-855-737-7648	1-866-208-8145
Special Needs/Rapid Response Unit	1-800-684-5503	

**Drug, alcohol, and mental health services: 1-800-521-6007** All counties use the same phone number to access these services.

County	Behavioral health plan	Provider services	Member services
Adams	Community Care Behavioral Health	1-888-251-2224	1-866-738-9849
Berks	Community Care Behavioral Health	1-888-251-2224	1-855-520-9715
Crawford, Mercer, and Venango	Value Behavioral Health of PA	1-877-615-8503	1-866-404-4561
Cameron, Clarion, Clearfield, Elk, Forest, Huntingdon, Jefferson, McKean, Potter, and Warren	Community Care Behavioral Health	1-888-251-2224	1-866-878-6046
Dauphin, Lancaster, Lebanon, Cumberland, and Perry	PerformCare	1-888-700-7370	1-888-722-8646
Erie	Community Care Behavioral Health	1-888-251-2224	1-855-224-1777
Franklin and Fulton	PerformCare	1-888-700-7370	1-866-773-7917
Lehigh	Magellan Behavioral Health of PA	1-866-780-3368	1-866-238-2311
Northampton	Magellan Behavioral Health of PA	1-866-780-3368	1-866-238-2312
York	Community Care Behavioral Health	1-888-251-2224	1-866-542-0299

## Websites and email addresses

PA Department of Human Services	<a href="http://www.dhs.pa.gov">www.dhs.pa.gov</a>
AmeriHealth Caritas Pennsylvania website	<a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a>
For questions or suggestions, email	<a href="mailto:provider.communications@amerihealthcaritaspa.com">provider.communications@amerihealthcaritaspa.com</a>
All other correspondence	8040 Carlson Road, Suite 500, Harrisburg, PA 17112 1-717-651-3590 or fax 1-717-651-1673