

Provider Reference Guide

Your provider account executive: _____

Phone number: _____

AmeriHealth Caritas Pennsylvania

Payer ID: 22248

Provider Services	1-800-521-6007
Member Services	1-888-991-7200
24 hours a day, 7 days a week.	
NaviNet®	www.navinet.net 1-888-482-8057
Provides access to member eligibility, claims status inquiry, submission of prior authorization requests, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices and panel rosters.	
Dental services	1-855-343-7401
Access detailed information at https://www.dentaquest.com/en/providers/pennsylvania .	
Vision services	1-800-773-2847
Administered by Davis Vision.	
Laboratory services	1-800-521-6007
Except for STAT services, lab services should be directed to the lab found on the member's ID card.	
Family planning services	1-800-521-6007
Members self-refer for routine family planning services and may go to any physician or clinic.	
CONNECT Helpline	1-800-692-7288
For family inquiries on Pennsylvania's Early Intervention System.	
Pediatric preventive (EPSDT)	1-855-300-8334
Available from 8 a.m. to 5 p.m., Monday – Friday. Call for inquiries on EPSDT expanded services.	
PA tobacco cessation information	1-800-QUIT-NOW
Care management and care coordination	1-877-693-8271
Pharmacy services	1-866-610-2774 Fax: 1-888-981-5202
Prior authorization is required for many multisource branded injectable products, as well as for non-preferred and non-formulary medications. Please visit www.amerihealthcaritaspa.com > Pharmacy > Formulary for up-to-date information.	

Fraud, waste, and abuse reporting

- Phone: 1-866-833-9718
- Email: fraudtip@amerihealthcaritas.com
- U.S. mail: Special Investigations Unit
AmeriHealth Caritas Pennsylvania
P.O. Box 7317
London, KY 40742

Emergency room (ER) policy

1-800-521-6007

- Prior authorization is not required for ER visits.
- Participating providers are not required to obtain prior authorization for emergent short procedure unit (SPU) or emergent 23-hour observation stays.

Referrals

1-800-521-6007

An official, plan-issued paper or electronic referral is not required.

Primary care practitioners (PCPs) should:

- “Refer” members to specialists; this may be in the form of a prescription, a phone call, sending a letter, or faxing a request to the specialist.

Specialists should:

- Not turn members away if there has been no communication or indication of reason for the visit from the PCP. Contact the PCP office.
- Contact the PCP if the member needs to be referred to another specialist for consultation, treatment, etc.

Self-referral services include, but are not limited to, the list below:

- Emergency services
- Routine dental services
- Routine eye exams
- Family planning
- OB visits
- GYN visits
- Chiropractic initial visits

Prior authorization: 1-800-521-6622, Fax: 1-866-755-9949.

The most up-to-date and detailed listing of services that require authorization can be found on the Provider Center at www.amerihealthcaritaspa.com > **Providers > Prior authorization lookup tool**.

Outpatient radiology services requiring prior authorization by Evolent Specialty Services, Inc. (Evolent) at www.1radmd.com or **1-800-642-2602**:

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

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

Timely filing limits

When submitting an explanation of benefits (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

Provider disputes (informal)

Dissatisfaction not concerning medical necessity:

AmeriHealth Caritas Pennsylvania
Informal Provider Disputes
P.O. Box 7316
London, KY 40742

Provider appeals (formal)

Written request for the reversal of a medical denial.
Clinical Provider Appeals Department
AmeriHealth Caritas Pennsylvania
P.O. Box 7307
London, KY 40742

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.**

Electronic billing questions:
1-877-234-4271

PA Enrollment Services:
1-800-440-3989

**Peer-to-Peer
Hotline:**
1-877-693-8480

Department	Phone	Fax
Concurrent review units*	1-800-521-6622 (choose concurrent review prompt)	
*To determine the assigned unit, call 1-800-521-6622 .		
DME authorization	1-800-521-6622	1-215-937-5383
Bright Start®	1-877-364-6797	1-866-755-9935
Let Us Know	1-800-684-5503	1-866-208-8145
Credentialing	1-800-642-3510	
Contracting	1-866-546-7972	
Panel transfers		1-717-651-1673

Websites and email addresses

Medical Assistance Transportation (MATP)	http://matp.pa.gov
PA Department of Human Services	www.pa.gov/agencies/dhs.html
AmeriHealth Caritas Pennsylvania website	www.amerihealthcaritaspa.com
For questions or suggestions, email	provider.communications@amerihealthcaritaspa.com
Register to receive email communications (E-Lert)	www.amerihealthcaritaspa.com/provider

Behavioral health and substance use contacts		
County	Covering plan	Phone
Adams	Community Care Behavioral Health	1-888-251-2224
Allegheny	Community Care Behavioral Health	1-888-251-2224
Armstrong	Carelon Health of PA, Inc.	1-877-615-8503
Beaver	Carelon Health of PA, Inc.	1-877-615-8503
Bedford	Community Care Behavioral Health	1-888-251-2224
Berks	Community Care Behavioral Health	1-888-251-2224
Blair	Community Care Behavioral Health	1-888-251-2224
Bradford	Community Care Behavioral Health	1-888-251-2224
Butler	Carelon Health of PA, Inc.	1-877-615-8503
Cambria	Magellan Behavioral Health of Pennsylvania	1-866-780-3368
Cameron	Community Care Behavioral Health	1-888-251-2224
Carbon	Community Care Behavioral Health	1-888-251-2224
Centre	Community Care Behavioral Health	1-888-251-2224
Clarion	Community Care Behavioral Health	1-888-251-2224
Clearfield	Community Care Behavioral Health	1-888-251-2224
Clinton	Community Care Behavioral Health	1-888-251-2224
Columbia	Community Care Behavioral Health	1-888-251-2224
Crawford	Carelon Health of PA, Inc.	1-877-615-8503
Cumberland	PerformCare®	1-888-700-7370
Dauphin	PerformCare	1-888-700-7370
Elk	Community Care Behavioral Health	1-888-251-2224
Erie	Community Care Behavioral Health	1-888-251-2224
Fayette	Carelon Health of PA, Inc.	1-877-615-8503
Forest	Community Care Behavioral Health	1-888-251-2224
Franklin	PerformCare	1-888-700-7370
Fulton	PerformCare	1-888-700-7370
Greene	Community Care Behavioral Health	1-888-251-2224
Huntingdon	Community Care Behavioral Health	1-888-251-2224
Indiana	Carelon Health of PA, Inc.	1-877-615-8503
Jefferson	Community Care Behavioral Health	1-888-251-2224
Juniata	Community Care Behavioral Health	1-888-251-2224
Lackawanna	Community Care Behavioral Health	1-888-251-2224

Behavioral health and substance use contacts		
County	Covering plan	Phone
Lancaster	PerformCare	1-888-700-7370
Lawrence	Carelon Health of PA, Inc.	1-877-615-8503
Lebanon	PerformCare	1-888-700-7370
Lehigh	Magellan Behavioral Health of Pennsylvania	1-866-780-3368
Luzerne	Community Care Behavioral Health	1-888-251-2224
Lycoming	Community Care Behavioral Health	1-888-251-2224
McKean	Community Care Behavioral Health	1-888-251-2224
Mercer	Carelon Health of PA, Inc.	1-877-615-8503
Mifflin	Community Care Behavioral Health	1-888-251-2224
Monroe	Community Care Behavioral Health	1-888-251-2224
Montour	Community Care Behavioral Health	1-888-251-2224
Northampton	Magellan Behavioral Health of Pennsylvania	1-866-780-3368
Northumberland	Community Care Behavioral Health	1-888-251-2224
Perry	PerformCare	1-888-700-7370
Pike	Community Care Behavioral Health	1-888-251-2224
Potter	Community Care Behavioral Health	1-888-251-2224
Schuylkill	Community Care Behavioral Health	1-888-251-2224
Snyder	Community Care Behavioral Health	1-888-251-2224
Somerset	Community Care Behavioral Health	1-888-251-2224
Sullivan	Community Care Behavioral Health	1-888-251-2224
Susquehanna	Community Care Behavioral Health	1-888-251-2224
Tioga	Community Care Behavioral Health	1-888-251-2224
Union	Community Care Behavioral Health	1-888-251-2224
Venango	Carelon Health of PA, Inc.	1-877-615-8503
Warren	Community Care Behavioral Health	1-888-251-2224
Washington	Carelon Health of PA, Inc.	1-877-615-8503
Wayne	Community Care Behavioral Health	1-888-251-2224
Westmoreland	Carelon Health of PA, Inc.	1-877-615-8503
Wyoming	Community Care Behavioral Health	1-888-251-2224
York	Community Care Behavioral Health	1-888-251-2224

Coverage by AmeriHealth First.