

AmeriHealth Caritas Next Delaware

Provider Reference Guide

www.amerhealthcaritasnext.com/de

Provider Services

1-833-301-3377
Fax: 1-855-329-3377

Here is a partial list of the types of assistance you can expect from Provider Services:

- Eligibility checking
- Reporting demographic data changes
- Claims status inquiry
- Filing an informal complaint
- Electronic data interchange (EDI) technical support

AmeriHealth Caritas Next Member Services

- Member Services..... **1-833-590-3300 (TTY 711)**
- Member Services fax..... **1-866-329-3367**

Member Services is available 24 hours a day, seven days a week.

Interpreter Services

1-833-590-3300

Delaware Behavioral Health Crisis Line

- Members experiencing a mental health crisis can call or text: **1-800-969-HELP (4357)**
- National Suicide and Crisis Lifeline..... **988**

Pharmacy Services (PerformRxSM)

PerformRx Pharmacy Member Services

- PerformRx Member Services..... **1-833-733-7967**

PerformRx Pharmacy Provider Services

Hours of operation: 8 a.m. to 6 p.m.

After hours, Saturdays, Sundays, and holidays, please call the 24/7 Pharmacy Member Services number at **1-844-211-0968**.

- PerformRx Provider Services and pharmacy prior authorization..... **1-833-733-7977**
- Pharmacy prior authorization fax..... **1-844-470-2506**
- Formulary and forms..... **www.amerhealthcaritasnext.com/de**

Bright Start[®] (maternity services)

1-866-577-0833
Fax: 1-833-329-7708

- Admission notification of obstetric deliveries and neonatal intensive care
- Referrals

Rapid Response and Outreach Team

1-866-577-0833
Fax: 1-833-329-7708

Call Monday through Friday, 8 a.m. to 5 p.m., for support with care coordination and member access to services, including care management and the Let Us Know program.

Mail Health Risk Assessment forms to:

AmeriHealth Caritas Next Rapid Response and Outreach Team

P.O. Box 7418
 London, KY 40742-7418

www.amerhealthcaritasnext.com/de

Fraud, Waste, and Abuse Hotline

1-866-833-9718

Emergency prior authorization

AmeriHealth Caritas Next does not require prior authorization for emergency services provided by network or non-network providers when a member seeks emergency care.

Physical health utilization management

1-833-533-8686
Fax: 1-844-486-3290

- Prior authorization
- Discharge planning

Behavioral health prior authorization

1-833-533-8686
Fax: 1-833-779-3329

Evolut prior authorization

1-800-327-1193 or
www.radmd.com

Concurrent review

1-833-533-8686
Fax: 1-844-332-9329

Peer-to-peer

1-833-727-3329



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Credentialing

1-833-301-3377

Arranging electronic claim submission and payment options. AmeriHealth Caritas Next contracts with Change Healthcare for EDI.

Electronic claims submission: Contact your practice management or EDI vendor to arrange for electronic claims or remittance transmissions. To submit claims directly to Change Healthcare, sign up for ConnectCenter at **1-800-527-8133, option 2.**

Electronic payment options

Change Healthcare partners with ECHO Health, Inc. to offer electronic payment options. To sign up for electronic funds transfer, virtual credit card, or MedPay, contact ECHO at **1-888-492-5579, option 2.**

- Electronic claims submission(EDI)
- Electronic funds transfer(EFT)
- Electronic remittance advice(ERA)

EDI Technical Support

1-833-301-3377

Timely claims filing

In-network:

- Original submission: no more than 180 days from date of service
- Rejected claims: no more than 180 days from date of service
- Denied claims: 365 days from date of service

Out-of-network:

- No more than 180 days from the date of service.

Claims submission

AmeriHealth Caritas Next electronic payer ID number: **47073**

AmeriHealth Caritas Next

Attn: Provider Claims Processing

P.O. Box 7412

London, KY 40742-7412

For detailed information, reference the AmeriHealth Caritas Next Claims Filing Instructions found at www.amerihealthcaritasnext.com/de.

Provider appeals (on behalf of a member)

Submit the appeal on behalf of a member.

Mail to:

AmeriHealth Caritas Next

Attn: Provider Appeal (on behalf of a member)

P.O. Box 7430

London, KY 40742-7430

Fax: **1-833-337-7329**

Provider complaints and appeals

Providers are encouraged to settle complaints by phone or in person with their dedicated Account Executive, or by calling Provider Services at **1-833-301-3377.**

Submit complaints or appeals by mail to:

AmeriHealth Caritas Next

Attn: Provider Complaints and Appeals

P.O. Box 7429

London, KY 40742-7429

Claims inquiry

If a provider has concerns regarding any claim issue, claims status information is available by:

- Electronic claim submission (EDI)
- Visiting the NaviNet provider website, our secure provider portal
- Logging on to <https://www.navinet.net> for web-based solutions for electronic transactions and information
- Opening a claims investigation via NaviNet with the claims adjustment inquiry function
- Calling Provider Services at **1-833-301-3377** and following the prompts
- Calling your account executive for assistance

NaviNet

1-888-482-8057

<https://www.navinet.net>

Log on to <https://www.navinet.net> for web-based solutions for electronic transactions and information.

Other important contact information

- Delaware Department of Insurance..... **1-800-282-8611** (toll-free)
<https://insurance.delaware.gov/>
- **Delaware Department of Insurance**
1351 West North Street
Suite 101
Dover, DE 19904



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