

Provider Reference Guide

www.amerhealthcaritasnext.com/fl

Provider Services **1-833-983-3577**
Fax: 1-833-329-3577

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..... **1-833-999-3567 (TTY 711)**
- Member Services fax..... **1-833-329-3567**

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

Interpreter Services **1-833-999-3567**

Florida Behavioral Health Crisis Line

- Members experiencing a mental health crisis can call or text: **1-800-273-TALK** or text **NAMI** to **741-741**.
- National Suicide and Crisis Lifeline..... **988**

Pharmacy Services (PerformRxSM)

PerformRx Pharmacy Member Services

- PerformRx Member Services..... **1-833-981-7967**

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..... **1-833-982-7977**
- Pharmacy prior authorization fax..... **1-844-470-2507**
- Formulary and forms..... **www.amerhealthcaritasnext.com/fl**

Bright Start® (maternity services) **1-833-435-7708**
Fax: 1-833-770-8329

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

Rapid Response and Outreach Team **1-833-435-7708**
Fax: 1-833-770-8329

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/fl

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 **1-833-435-8600**
Fax: 1-833-435-3290

- Prior authorization
- Discharge planning

Behavioral health prior authorization **1-833-435-8600**
Fax: 1-833-329-3529

Evolut prior authorization **1-800-327-1187 or**
www.radmd.com

Concurrent review **1-833-435-8600**
Fax: 1-833-435-3291

Peer-to-peer **1-833-727-0990**



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Credentialing

1-833-983-3577

Arranging electronic claim submission and payment options. AmeriHealth Caritas 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

1-833-983-3577

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: **45408**

AmeriHealth Caritas Next

Attn: Provider Claims Processing

P.O. Box 7344

London, KY 40742-7344

For detailed information, reference the AmeriHealth Caritas Next Claims Filing Instructions found at **www.amerhealthcaritasnext.com/fl**.

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 7450

London, KY 40742-7450

Fax: **1-833-983-3529**

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 **1-833-983-3577.**

Submit complaints or appeals by mail to:

AmeriHealth Caritas Next

Attn: Provider Complaints and Appeals

P.O. Box 7351

London, KY 40742-7351

Claims inquiry

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

- Electronic claims 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 **1-833-983-3577** 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

- Florida Office of Insurance Regulation..... **1-850-413-3114** (toll-free)
<https://www.floir.com/>
- **Florida Office of Insurance Regulation**
200 East Gaines Street
Tallahassee, FL 32399



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