

AmeriHealth Caritas Next in Indiana

Provider Reference Guide

www.amerhealthcaritasnext.com/in

Provider Services

Phone: 1-844-280-9130
Fax: 1-833-329-8225

Provider Services is available Monday through Friday, 8 a.m. – 6 p.m. ET

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

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

Provider Correspondence mailing address:

AmeriHealth Caritas Next
Attn: Provider Correspondence
P.O. Box 211051
Eagan, MN 55121

AmeriHealth Caritas Next Member Services

- Member Services..... **1-866-828-0092**
- Member Services fax **1-844-329-2252**

Member Services is available Monday through Friday, 8 a.m. – 6 p.m. ET

Interpreter Services

1-866-828-0092

Indiana Behavioral Health Crisis Line

- Statewide 24/7 Crisis Response..... **1-800-273-TALK (8255)**
- 988 Suicide & Crisis Lifeline..... **988**

AmeriHealth Caritas Next Pharmacy Services

Pharmacy

Hours of operation: Monday to Friday, 8 a.m. – 6 p.m. ET

After hours, Saturdays, Sundays, and holidays, please call the 24/7

Pharmacy General Assistance number at **1-844-222-0317**

- Pharmacy Clinical Prior Authorization..... **1-844-317-0779**
- Pharmacy prior authorization fax..... **1-833-971-8824**
- Formulary and forms..... **www.amerhealthcaritasnext.com/in**

Bright Start® (maternity services)

Phone: 1-844-446-7708
Fax: 1-833-728-7329

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

Rapid Response and Outreach Team

Phone: 1-844-446-7708
Fax : 1-833-728-7329

Call Monday – Thursday, 8 a.m. – 7 p.m., and Friday, 8 a.m. – 5 p.m. ET, 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
Attn: Rapid Response Outreach Team
P.O. Box 211412
Eagan, MN 55121

www.amerhealthcaritasnext.com/in

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

Phone: 1-844-486-2801
Fax: 1-833-704-1183

- Prior authorization
- Discharge planning

Organ transplant evaluation notification/prior authorization

1-833-983-7229
Fax: 1-844-796-1177

Behavioral health prior authorization

Phone: 1-844-486-2801
Fax: 1-833-301-3327

Evolut (high-tech imaging prior authorizations)

1-833-729-4512 or
www.radmd.com

Concurrent review

Phone: 1-844-486-2801
Fax: 1-833-983-3535

Peer-to-peer

1-833-727-4629



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Credentialing	1-844-280-9130
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Arranging electronic claim submission and payment options

Electronic claims submission: For those interested in electronic claim filing, contact your EDI software vendor or one of the clearinghouses:

- **Optum/Change Healthcare's Provider Support Line**, available via online chat or by calling **1-800-527-8133, option 2**, Monday through Friday, 7 a.m. to 5:30 p.m. CT.
- **Availity Client Services** at **1-800-AVAILITY (282-4548)**. Assistance is available Monday through Friday, 8 a.m. to 8 p.m. ET.

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 **1-888-834-3511**.

- Electronic funds transfer (EFT)
- Electronic remittance advice (ERA)

EDI Technical Support	1-844-280-9130
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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
- Corrected claims: must be submitted within 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: **33372**

For paper claims submission, mail to:

AmeriHealth Caritas Next

Attn: Provider Claims Processing

P.O. Box 211051

Eagan, MN 55121

For detailed information, reference the AmeriHealth Caritas Next Claims and Billing Manual found at **www.amerhealthcaritasnext.com/in**.

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 21732

Eagan, MN 55121

Fax: **1-877-217-0936**

Provider disputes and Provider refunds

Providers are encouraged to settle disputes by phone or in person with their dedicated Account Executive, by opening a dispute in NaviNet, or by calling Provider Services at **1-844-280-9130**.

Submit provider disputes by mail to:

AmeriHealth Caritas Next

Attn: Provider Disputes OR Provider Refunds

P.O. Box 211051

Eagan, MN 55121

Claims inquiry

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

- Visiting the NaviNet provider website, our secure provider portal at **www.navinet.net**, for web-based solutions for electronic transactions and information
- Opening a claims investigation via NaviNet by selecting the Investigate function within Claim Status Inquiry
- Calling Provider Services at **1-844-280-9130** and following the prompts
- Calling your Account Executive for assistance

NaviNet	1-888-482-8057 www.navinet.net
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Log on to **www.navinet.net** for web-based solutions for electronic transactions and information.

Other important contact information

- Indiana Department of Insurance.....**1-800-622-4461** (toll-free)
www.in.gov/idoi/
- **Indiana Department of Insurance**
311 W. Washington Street
Suite 103
Indianapolis, IN 46204-2787



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