

AmeriHealth Caritas Next in Louisiana Provider Reference Guide

www.amerhealthcaritasnext.com/la

Provider Services

1-833-315-2252
Fax: 1-833-329-8225

Provider Services is available Monday through Friday, 7 a.m. – 5 p.m. CT

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 7434
London, KY 40742-7434

AmeriHealth Caritas Next Member Services

- Member Services phone..... **1-833-282-2252**
- Member Services fax**1-844-329-2252**

Member Services hours are Monday to Friday, 7 a.m. to 5 p.m. CT

Interpreter Services

1-833-282-2252

Louisiana Behavioral Health Crisis Line

- Louisiana 24/7 Crisis Hotline.....**1-844-677-7553**
- 988 Suicide & Crisis Line.....**988**

Pharmacy Services (PerformRxSM)

PerformRx General Assistance.....1-866-334-3523

PerformRx Pharmacy

Hours of operation: Monday to Friday, 7 a.m. to 5 p.m. CT

After hours, Saturdays, Sundays, and holidays, please call the 24/7 PerformRx General Assistance number at **1-866-334-3523**.

- PerformRx clinical prior authorizations.....**1-855-562-7287**
- Pharmacy prior authorization fax..... **1-844-566-1661**
- Formulary and forms.....**www.amerhealthcaritasnext.com/la**

Bright Start[®] (maternity services)

1-833-435-2733
Fax: 1-833-728-7329

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

Rapid Response and Outreach Team

1-833-435-2733
Fax: 1-833-728-7329

Call Monday – Thursday, 7 a.m. – 6 p.m., and Friday, 7 a.m. – 4 p.m. CT, 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 and Outreach Team
P.O. Box 7418
London, KY 40742-7418

www.amerhealthcaritasnext.com/la

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 prior authorization

1-844-214-2473
Fax: 1-844-412-7887

- Prior authorization
- Discharge planning

Organ transplant evaluation notification/prior authorization

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

Behavioral health prior authorization

1-844-214-2473
Fax: 1-855-251-0959

Evolent (high-tech imaging prior authorizations)

1-800-642-7820 or
www.radmd.com

Concurrent review

1-844-214-2473
Fax: 1-855-327-0518

Peer-to-peer

1-833-983-7227



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Credentialing

1-833-315-2252

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 to Friday, 7 a.m. to 5:30 p.m. CT.
- **Availity Client Services at 1-800-AVAILITY (282-4548)**. Assistance is available Monday to Friday, 7 a.m. to 7 p.m. CT.

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

1-833-315-2252

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: **75066**

For paper claims submission, mail to:

AmeriHealth Caritas Next
Attn: Provider Claims Processing
P.O. Box 7434
London, KY 40742-7434

For detailed information, reference the AmeriHealth Caritas Next Claims and Billing Manual found at www.amerihhealthcaritasnext.com/la.

Provider appeals (on behalf of a member)

Submit the appeal on behalf of a member.

Mail to:

AmeriHealth Caritas Next
Attn: Provider Appeals (on behalf of a member)
P.O. Box 7435
London, KY 40742-7435

Fax: **1-833-329-8245**

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 **1-833-315-2252**.

Submit disputes by mail to:

AmeriHealth Caritas Next
Attn: Provider Disputes OR Provider Refunds
P.O. Box 7434
London, KY 40742-7434

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 **1-833-315-2252** and following the prompts
- Calling your Account Executive for assistance

NaviNet

1-888-482-8057
www.navinet.net

Log on to www.navinet.net for web-based solutions for electronic transactions and information.

Other important contact information

- Louisiana Department of Insurance.....**1-800-259-5300 (toll-free)**
<https://ldi.la.gov>
- **Louisiana Department of Insurance**
1702 North 3rd Street
Baton Rouge, LA 70802



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