

# AmeriHealth Caritas Next in Louisiana Provider Reference Guide

[www.amerhealthcaritasnext.com/la](http://www.amerhealthcaritasnext.com/la)

## Provider Services

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

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 dispute
- Electronic data interchange (EDI) technical support

## 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 (PerformRx<sup>SM</sup>)

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](http://www.amerhealthcaritasnext.com/la)

## Bright Start<sup>®</sup> (maternity services)

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

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

## Rapid Response and Outreach Team

Phone: 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

### Rapid Response and Outreach Team

P.O. Box 7418

London, KY 40742-7418

[www.amerhealthcaritasnext.com/la](http://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

Phone: 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

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

## Evolut (high-tech imaging prior authorizations)

1-800-642-7820 or  
[www.radmd.com](http://www.radmd.com)

## Concurrent review

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

## Peer-to-peer

1-833-983-7227



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## AmeriHealth Caritas Next Provider Reference Guide

### 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.amerhealthcaritasnext.com/la](http://www.amerhealthcaritasnext.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

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**  
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](http://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

<https://www.navinet.net>

Log on to <https://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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