

AmeriHealth Caritas Next North Carolina

Provider Reference Guide

www.amerihealthcaritasnext.com/nc

Provider Services

1-855-266-0219
Fax: 1-833-559-2262

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 complaint

AmeriHealth Caritas Next Member Services

- Member Services (toll-free)..... **1-833-613-2262 (TTY 711)**
- Member Services fax**1-844-201-6792**

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

Interpreter Services

1-833-613-2262

24/7 Behavioral health crisis lines

- Members experiencing a mental health crisis can call or text: HOPE4NC: **1-855-587-3463**, or text "hope" to **1-855-587-3463**
- 988 Suicide & Crisis Lifeline.....**988**

Pharmacy Services (PerformRxSM)

PerformRx Pharmacy Member Services

- PerformRx Member Services.....**1-844-211-0968**

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.....**1-844-280-9131**
- Pharmacy prior authorization fax.....**1-855-756-9901**
- Formulary and forms.....**www.amerihealthcaritasnext.com/nc**

Bright Start[®] (maternity services)

1-833-643-2262
Fax: 1-844-411-0577

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

Rapid Response and Outreach Team

1-833-643-2262
Fax: 1-844-411-0577

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.amerihealthcaritasnext.com/nc

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

1-833-702-2262
Fax: 1-844-412-7890

- Prior authorization
- Discharge planning

Behavioral health prior authorization

1-833-702-2262
Fax: 1-855-243-6352

Evolut prior authorization

1-800-424-4792 or
www.radmd.com

Concurrent review

1-833-702-2262
Fax: 1-844-341-7647

Peer-to-peer

1-833-583-2262



A product of AmeriHealth Caritas North Carolina, Inc.

Credentialing 1-855-266-0219

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 **1-888-492-5579, option 2**.

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

EDI Technical Support 1-855-266-0129

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 of the original 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: **83148**

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 <https://www.amerhealthcaritasnext.com/nc/providers/claims-and-billing/claims-billing-payment.aspx>.

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 7415

London, KY 40742-7415

Fax: **1-844-211-0973**

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 **1-855-266-0219**.

Submit complaints or appeals by mail to:

AmeriHealth Caritas Next

Attn: Provider Complaints and Appeals

P.O. Box 7414

London, KY 40742-7414

Claims inquiry

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

- Electronic claims submission (EDI)
- Opening a claims investigation via NaviNet, <https://www.navinet.net>, with the claims adjustment inquiry function
- Calling Provider Services at **1-855-266-0219** and following the prompts
- Calling your account executive for assistance

Claims disputes

Use one of the following methods to dispute a claim:

- Open a Claims Dispute via <https://www.navinet.net> using the Forms and Dashboards function in upper left-hand corner of the Plan Central Page.
- Complete the Provider Claim Dispute form found in the forms section of the website and send to:
AmeriHealth Caritas Next
Claim Dispute
PO Box 7412
London, KY, 40742-7412

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

- North Carolina Department of Insurance (NCDI)**1-855-408-1212** (toll-free)
<https://www.ncdoi.gov/>
- **NCDI mailing address:**
NCDI
1201 Mail Service Center
Raleigh, NC 27699-1201



A product of AmeriHealth Caritas North Carolina, Inc.

www.amerhealthcaritasnext.com/nc