AmeriHealth Caritas Next in Ohio

Provider Reference Guide

www.amerihealthcaritasnext.com/oh

Provider Services	**Phone: 1-855-336-3077** **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 7448
London, KY 40742-7448

AmeriHealth Caritas Next Member Services

- Member Services..... **1-850-350-2177**
- Member Services fax **1-844-329-2252**

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

Interpreter Services	**1-844-350-2177**

Ohio Behavioral Health Crisis Line

- Statewide 24/7 Crisis Response.....**1-800-720-9616**
- 988 Suicide & Crisis Lifeline.....**988**

AmeriHealth Caritas Next Pharmacy Services

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

After hours, Saturdays, Sundays, and holidays, please call the 24/7 **Pharmacy General Assistance** number at **1-844-222-6439**

- Pharmacy Clinical Prior Authorization.....**1-844-614-1222**
- Pharmacy prior authorization fax..... **1-833-977-7547**
- Formulary and forms.....**www.amerihealthcaritasnext.com/oh**

Bright Start® (maternity services)	**Phone: 1-844-977-6439** **Fax: 1-833-728-7329**

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

Rapid Response and Outreach Team	**Phone: 1-844-977-6439** **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 7418
London, KY 40742-7418

www.amerihealthcaritasnext.com/oh

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: 1-844-486-7701** **Fax: 1-844-314-0362**

- Prior authorization
- Discharge planning

Organ transplant evaluation notification/prior authorization	**1-833-983-7229** **Fax: 1-844-796-1177**

Behavioral health prior authorization	**Phone: 1-844-486-7701** **Fax: 1-844-341-7620**

Evolent (high-tech imaging prior authorizations)	**1-833-729-4513 or www.radmd.com**

Concurrent review	**Phone: 1-844-486-7701** **Fax: 1-844-249-9840**

Peer-to-peer	**1-833-727-6401**

AmeriHealth Caritas® Next

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Credentialing	1-855-336-3077

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	1-855-336-3077

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: **24353**

For paper claims submission, mail to:
AmeriHealth Caritas Next
Attn: Provider Claims Processing
P.O. Box 7448
London, KY 40742-7448

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

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 7449
London, KY 40742-7449

Fax: **1-866-620-8844**

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 **1-855-336-3077**.

Submit provider disputes by mail to:
AmeriHealth Caritas Next
Attn: Provider Disputes OR Provider Refunds
P.O. Box 7448
London, KY 40742-7448

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 **1-855-336-3077** 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

- Ohio Department of Insurance.....**1-800-686-1526** (toll-free)
  https://insurance.ohio.gov/
- **Ohio Department of Insurance**
  50 W Town Street
  Suite 300
  Columbus, OH 43215

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