

AmeriHealth Caritas Next Florida Provider Reference Guide

www.amerhealthcaritasnext.com/fl

Provider Services

1-833-983-3577
Fax: 1-833-329-3577

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 complaint
- Electronic data interchange (EDI) technical support

AmeriHealth Caritas Next Member Services

- Member Services..... 1-833-999-3567 (TTY 711)
- MemberServicesfax.....1-833-329-3567

Member Services is available 24 hours a day, seven days a week.

Interpreter Services

1-833-999-3567

Florida Behavioral Health Crisis Line

Members experiencing a mental health crisis can call or text: 1-800-273-TALK or text NAMI to 741-741

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.amerhealthcaritasnext.com/fl

Bright Start[®] (maternity services)

1-833-435-7708
Fax: 1-833-770-8329

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

Rapid Response and Outreach Team

1-833-435-7708
Fax: 1-833-770-8329

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.amerhealthcaritasnext.com/fl

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

1-833-435-8600
Fax: 1-833-435-3290

- Prior authorization
- Discharge planning

Behavioral health prior authorization

1-833-435-8600
Fax: 1-833-329-3529

Evolut prior authorization

1-800-327-1187 or
www.RadMD.com

Concurrent review

1-833-435-8600
Fax: 1-833-435-3291

Peer-to-peer

1-833-727-0990



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Credentialing	1-833-983-3577
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Arranging electronic claim submission and payment options. AmeriHealth Caritas Next contracts with Change Healthcare for EDI.

Electronic claims submission: Contact your practice management or EDI vendor to arrange for electronic claims or remittance transmissions. To submit claims directly to Change Healthcare, sign up for ConnectCenter at 1-800-527-8133, option 2.

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	1-833-983-3577
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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.

Out-of-network:

- No more than 180 days from the date of service.

Claims submission

AmeriHealth Caritas Next electronic payer ID number: 45408

AmeriHealth Caritas Next
Attn: Provider Claims Processing
P.O. Box 7344
London, KY 40742-7344

For detailed information, reference the AmeriHealth Caritas Next Claims Filing Instructions found at www.amerihealthcaritasnext.com/fl.

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 7101
London, KY, 40742-7101

Fax:1-833-983-3529

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 1-833-983-3577.

Submit complaints or appeals by mail to:
AmeriHealth Caritas Next
Attn: Provider Complaints and Appeals
P.O. Box 7351
London, KY 40742-7351

Claims inquiry

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

- Electronic claimssubmission (EDI)
- Visiting the NaviNet provider website, our secure provider portal
- Logging on to <https://www.navinet.net> for web-based solutions for electronic transactions and information
- Opening a claims investigation via NaviNet with the claims adjustment inquiry function
- Calling Provider Services at 1-833-983-3577 and following the prompts
- Calling your account executive for assistance

NaviNet	1-888-482-8057 https://www.navinet.net
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Log on to <https://www.navinet.net> for web-based solutions for electronic transactions and information.

Other important contact information

- Florida Office of Insurance Regulation.....1-850-413-3140
<https://www.flair.com/>
- Mailing address:
Florida Office of Insurance Regulation
200 East Gaines Street
Tallahassee, FL 32399



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