

Account Executive:	Phone:
AmeriHealth Caritas PA CHC EDI payer ID: 77062	
Email: providercommunicationschc@amerihealthcaritas.com	

Provider Services

1-800-521-6007

For assistance with:

- Eligibility verification.
- Claims status inquiry.
- Electronic data interchange (EDI) technical support.
- Reporting demographic data changes.
- Filing an informal complaint.

Participant Services

1-855-235-5115

TTY/TDD 1-855-235-5112
24 hours a day, seven days a week

Pharmacy Services (PerformRxSM)

1-888-674-8720

Prior authorization is required for all prescriptions on multi-source branded products, injectables, and non-formulary medications.

- For pharmacy authorization:
 - Fax: **1-855-851-4058**
 - Online Prior Authorization Submission Form:
www.amerihealthcaritaschc.com
- Eligibility, claims, and prior authorization questions:
1-888-674-8720
- Pharmacy Peer-to-Peer Line:
1-888-674-8720

Emergent admissions require notification by fax or phone within 48 hours or on the first business day after the day services were rendered.

Office locations

AmeriHealth Caritas PA CHC
8040 Carlson Road
Harrisburg, PA 17112

AmeriHealth Caritas PA CHC
11 Stanwix Street, Suite 1100
Pittsburgh, PA 15222

AmeriHealth Caritas PA CHC
200 Stevens Drive
Philadelphia, PA 19113

Dental Services

1-855-434-9241

dentists.amerihealthcaritas.com

Vision Services

1-800-773-2847

NaviNet[®]

1-888-482-8057

www.navinet.net

Provides access to Participant eligibility, claims status inquiries, referral submission and retrieval, Care Gap and Participant Clinical Summary reports, electronic copies of remittance advice, and panel rosters.

Credentialing

Phone: **1-800-642-3510**, option 2

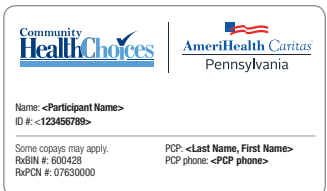
Fax: **1-717-651-1673**

Contracting

1-866-546-7972

AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Provider Reference Guide

Department	Phone number	Fax number
Service Coordination	1-855-332-0116	1-855-332-0078
Prior Authorization/ Utilization Management	1-800-521-6622	1-866-755-9949
Inpatient Notification	1-800-521-6622	1-855-332-0991
Concurrent Review <ul style="list-style-type: none"> • Unit 1 • Unit 2 • Unit 3 	1-800-521-6622	1-866-755-9936 1-866-332-0989 1-855-332-0990
Discharge Planning	1-800-521-6622	1-866-755-9949
Bright Start® maternity program	1-877-364-6797	1-800-405-7946

Claims		
AmeriHealth Caritas PA CHC P.O. Box 7110 London, KY 40742-7110 Electronic Payer ID: 77062		AmeriHealth Caritas PA CHC/ AmeriHealth Caritas VIP Care (Medicaid/Medicare) P.O. Box 7143 London, KY 40742-7143

Contracting	Informal provider disputes	Claims disputes
AmeriHealth Caritas PA CHC 8040 Carlson Road, Suite 500 Harrisburg, PA 17112	AmeriHealth Caritas PA CHC Attn: Claim Disputes P.O. Box 7110 London, KY 40742-7110 1-800-521-6007	AmeriHealth Caritas PA CHC Attn: Claim Disputes P.O. Box 7110 London, KY 40742-7110 1-800-521-6007
	Appeals inpatient	Appeals outpatient
	AmeriHealth Caritas PA CHC P.O. Box 80111 London, KY 40742-0111	AmeriHealth Caritas PA CHC P.O. Box 80113 London, KY 40742-0113

Other resources		
Change HealthCare	1-800-845-6592	www.changehealthcare.com
Behavioral health plans, by county	1-800-440-3989	www.enrollnow.net/program-resources
PA Department of Aging	1-717-783-1550	www.aging.pa.gov
Department of Human Services (DHS) Community HealthChoices	1-800-692-7462	www.healthchoices.pa.gov/info/about/community
Enterprise Incident Management	1-866-444-1264 (help desk)	www.dhs.pa.gov/provider/longtermcarecasemixinformation/eim
Adult Protective Services	1-800-490-8505	
Medical Assistance Transportation Program (MATP)	1-855-235-5115	http://matp.pa.gov
Alzheimer's Association of Greater Pennsylvania	1-800-272-3900	www.alz.org/pa
PA Tobacco Cessation	1-800-784-8669	