

# QuickGuide

## Signing Up For E-Services

### Electronic Claims Submission (EDI)

Electronic claims submission has been proven to significantly reduce costs. Claims are processed faster; consequently, payments arrive faster.

**The first step is to contact your practice management system vendor or clearinghouse to initiate the process.** Electronic claim submissions for AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) should follow the same process as other **electronic commercial submissions that you already submit**. All AmeriHealth Caritas PA CHC claims will be routed through Change Healthcare by your vendor/clearinghouse, which may be an existing process utilized today by your practice. AmeriHealth Caritas PA CHC does not require Change Healthcare payer enrollment to submit EDI claims. This step does not need to be followed.

Change Healthcare will review and validate the claims for HIPAA compliance and forward them directly to AmeriHealth Caritas PA CHC. Electronic claims are submitted via the Change Healthcare Payer ID **77062**, AmeriHealth Caritas PA CHC.

AmeriHealth Caritas PA CHC is pleased to announce a free of charge online portal for claims submission. Please visit <https://office.emdeon.com/vendorfiles/amerihealth.html>

Providers can also submit directly to Change Healthcare. Change Healthcare will provide information on their various electronic solutions, the requirements for connectivity, and set-up instructions. Providers should call **877-363-3666** and follow the appropriate prompts or go to [www.changehealthcare.com](http://www.changehealthcare.com) for information on contracting for direct submission to Change Healthcare.

### Real-time Eligibility Inquiry, Benefits Inquiry, Claims Inquiry, Authorization Inquiry, Authorization Submission

These services are available through Change Healthcare. Change Healthcare has various provider products, which include a web-based portal, Change Healthcare Office. Change Healthcare Office Suite is a multi-payer portal that provides submission of the above transactions for AmeriHealth Caritas PA Community Health Choices as well as other payers. For more information on Change Healthcare Office Suite, please call 877-469-3263 or go to [www.changehealthcare.com](http://www.changehealthcare.com) These real-time transactions may also be available through a variety of practice management/hospital information systems. Please contact your software vendor to see what information is available within your software.

### Electronic Remittance Advice (ERA)

AmeriHealth Caritas PA CHC now offers ERA through Change Healthcare. Check with your practice management/hospital information system for the ability to process the Electronic Remittance Advice file (also referred to as an 835 file) and for instructions on how to receive ERA's for AmeriHealth Caritas PA CHC. Many of these systems utilize this file to generate reports and auto-post payments.

If you are not receiving any payer ERA's, please contact your practice management/hospital information system vendor to inquire if your software has the ability to process ERAs. Your software vendor is then responsible for contacting Change Healthcare to enroll for ERAs.

If your software does not support ERAs, you may contact Change Healthcare at **877-363-3666** and follow the appropriate prompts for alternative ERA options.

### Electronic Funds Transfers (EFT)

Electronic funds transfers allow you to receive your payments faster and safer by sending them directly to the bank account you designate. AmeriHealth Caritas PA CHC encourages providers with high claim volumes to sign up for ERAs if they intend to receive EFTs. Utilizing both provides timely remittance information after the EFT payment arrives. Paper remittance advices will arrive via mail after the EFT payment.

Please follow the links below to access the EFT online enrollment forms:

New Change Healthcare EFT  
Receiver: <http://www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment> and select "Medical/Hospital Enrollment" and then select "Learn More" under EFT Enrollment. Select "EPayment Enrollment Authorization" to initiate the enrollment process.

Existing Change Healthcare EFT  
Receiver: <http://www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment> and select "Medical/Hospital Enrollment" and then select "Learn More" under EFT Enrollment. Select "EFT Payer Add/Change/Delete Authorization Form" to add to existing enrollment process.

The phone number for online Enrollment Support is 866-506-2830, Option 1