

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

### 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 (PerformRx<sup>SM</sup>)

**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  
301 Grant Street, Suite 270  
Pittsburgh, PA 15219

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<sup>®</sup>

**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

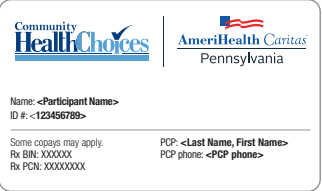
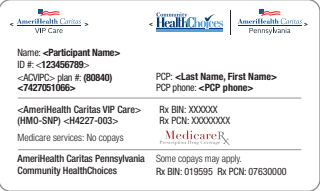
Phone: **1-800-642-3510**, option 2  
Fax: **1-717-651-1673**

### Contracting

**1-866-546-7972**

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

Department	Phone number	Fax number
Bright Start® maternity program	1-877-364-6797	1-800-405-7946
Service Coordination	1-855-332-0116	1-855-332-0078
Utilization Management	1-800-521-6622	
Admissions Notification		1-855-540-7071
Concurrent Review		1-855-540-7072
Discharge Planning		1-866-755-9949
DME Prior Authorization — Southwest Zone		1-855-540-7083
DME Prior Authorization — Northwest/Northeast/Lehigh-Capital zones		1-855-540-7067
Inpatient Notification		1-855-332-0991
Prior Authorization		1-855-332-0115

Claims		
<p>AmeriHealth Caritas PA CHC P.O. Box 7110 London, KY 40742-7110</p> <p>Electronic Payer ID: <b>77062</b></p>	 <p>Name: &lt;Participant Name&gt; ID #: &lt;123456789&gt;</p> <p>Some copays may apply. Rx BIN: XXXXXX Rx PCN: XXXXXXXX</p> <p>PCP: &lt;Last Name, First Name&gt; PCP phone: &lt;PCP phone&gt;</p>	<p>AmeriHealth Caritas PA CHC/ AmeriHealth Caritas VIP Care (Medicaid/Medicare) P.O. Box 7143 London, KY 40742-7143</p>  <p>Name: &lt;Participant Name&gt; ID #: &lt;123456789&gt;</p> <p>&lt;ADVPC&gt; plan #: (80840) &lt;7427051086&gt;</p> <p>PCP: &lt;Last Name, First Name&gt; PCP phone: &lt;PCP phone&gt;</p> <p>&lt;AmeriHealth Caritas VIP Care&gt; (HMO-SNP) &lt;H4227-003&gt;</p> <p>Medicare services: No copays</p> <p>AmeriHealth Caritas Pennsylvania Community HealthChoices</p> <p>Rx BIN: XXXXXX Rx PCN: XXXXXXXX</p> <p>Some copays may apply. Rx BIN: 019595 Rx PCN: 07630000</p>

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

Other resources		
Adult Protective Services	1-800-490-8505	<a href="http://dhs.pa.gov/citizens/reportabuse/dhsadultprotectiveservices/">http://dhs.pa.gov/citizens/reportabuse/dhsadultprotectiveservices/</a>
Alzheimer's Association of Greater Pennsylvania	1-800-272-3900	<a href="http://www.alz.org/pa">www.alz.org/pa</a>
Behavioral health plans, by county		<a href="http://www.enrollnow.net/program-resources">www.enrollnow.net/program-resources</a>
Change Healthcare/WebConnect	1-877-667-1512, option 2	<a href="https://office.emdeon.com/vendorfiles/amerihealth.html">https://office.emdeon.com/vendorfiles/amerihealth.html</a>
Department of Human Services (DHS) Community HealthChoices	1-800-932-0939	<a href="http://www.healthchoices.pa.gov/info/about/community">www.healthchoices.pa.gov/info/about/community</a>
Enterprise Incident Management	1-866-444-1264 (help desk)	<a href="http://www.dhs.pa.gov/provider/longtermcarecasemixinformation/eim">www.dhs.pa.gov/provider/longtermcarecasemixinformation/eim</a>
Medical Assistance Transportation Program (MATP)		<a href="http://matp.pa.gov">http://matp.pa.gov</a>
PA Department of Aging	1-717-783-1550	<a href="http://www.aging.pa.gov">www.aging.pa.gov</a>
PA Tobacco Cessation	1-800-784-8669	<a href="http://www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx">www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx</a>