

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

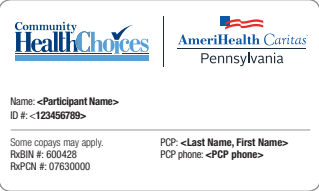
Fax: **1-717-651-1673**


Contracting

1-866-546-7972

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

Department	Phone number	Fax number
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		1-855-540-7083
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: 77062</p>	 <p>Name: <Participant Name> ID #: <123456789></p> <p>Some copays may apply. RxBIN #: 600428 RxCN #: 07630000</p> <p>PCP: <Last Name, First Name> PCP phone: <PCP phone></p>	<p>AmeriHealth Caritas PA CHC/ AmeriHealth Caritas VIP Care (Medicaid/Medicare) P.O. Box 7143 London, KY 40742-7143</p>



Name: <Participant Name>
ID #: <123456789>
<AD/IPC> plan #: (80840)
<7427051066>

PCP: <Last Name, First Name>
PCP phone: <PCP phone>

<AmeriHealth Caritas VIP Care>
(HMO-SNP) <H4227-003>

Medicare services: No copays

AmeriHealth Caritas Pennsylvania
Community HealthChoices

RxBIN #: 012353
RxCN #: 06110000

MedicareRx

Some copays may apply.
RxBIN #: 600428 RxCN #: 07630000

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>1-800-521-6007</p>	<p>AmeriHealth Caritas PA CHC Attn: Claim Disputes P.O. Box 7110 London, KY 40742-7110</p> <p>1-800-521-6007</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	http://dhs.pa.gov/citizens/reportabuse/dhsadultprotectiveservices/
Alzheimer's Association of Greater Pennsylvania	1-800-272-3900	www.alz.org/pa
Behavioral health plans, by county		www.enrollnow.net/program-resources
Change HealthCare	1-800-845-6592	www.changehealthcare.com
Department of Human Services (DHS) Community HealthChoices	1-800-932-0939	www.healthchoices.pa.gov/info/about/community
Enterprise Incident Management	1-866-444-1264 (help desk)	www.dhs.pa.gov/provider/longtermcarecasemixinformation/eim
Medical Assistance Transportation Program (MATP)		http://matp.pa.gov
PA Department of Aging	1-717-783-1550	www.aging.pa.gov
PA Tobacco Cessation	1-800-784-8669	www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx