

TO: AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Providers

Date: June 17, 2021

RE: Participant ID card Primary Care Provider (PCP) information change

Beginning in June 2021, the PCP information is being removed from the AmeriHealth Caritas PA CHC Participant ID cards. Please note that this is a rolling change, meaning that new ID cards will NOT be sent to all Participants at once; there will be versions of the ID card with and without the PCP information in circulation.

Moving forward, PCP information to Participants will be conveyed via a letter. If your AmeriHealth Caritas PA CHC patients have any questions regarding this change, please refer them to Participant services at: 1-855-235-5115.

Important reminder regarding this change: It has always been the responsibility of each network provider to ascertain a Participant's eligibility with AmeriHealth Caritas PA CHC before providing services. There are a few ways to easily check eligibility:

1. Internet: NaviNet (www.navinet.net). Provides real-time current and past eligibility status and eliminates the need for phone calls.

- For more information or to sign up for access to NaviNet visit www.navinet.net

2. Automated Eligibility Hotline 1-800-521-6007: Provides immediate real-time eligibility status with no holding to speak to a representative.

- Verify a Participant's coverage with the Plan by using the Plan identification number, Social Security Number, name, birth date or Medical Assistance Identification Number
- Obtain the name and phone number of the PCP

3. Monthly Panel List – available to all PCPs via NaviNet.

4. PROMISe

- Visit www.promise.DHS.state.pa.us and click on PROMISe Online

5. Pennsylvania Eligibility Verification System (EVS):

- **1-800-766-5387**, 24 hours/7 days a week.

If you have any further questions regarding this notice, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.