

**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](http://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](http://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](http://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.