

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.
- 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, Suite 500
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

1-888-482-8057

www.navinet.net

Provides access to submit medical prior authorization requests, 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	
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	
DME Prior Authorization	1-855-540-7083	
Prior authorization	1-855-332-0115	

Claims

AmeriHealth Caritas PA CHC P.O. Box 7110 London, KY 40742-7110 Electronic Payer ID: 77062	AmeriHealth Caritas PA CHC/ AmeriHealth Caritas VIP Care, (Medicaid/Medicare) P.O. Box 7143, London, KY 40742-7143 Electronic Payer ID: 77062
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Contracting	Informal provider disputes	Claims disputes
AmeriHealth Caritas PA CHC 8040 Carlson Road, Suite 500 Harrisburg, PA 17112	AmeriHealth Caritas PA CHC Attn: Informal Provider Disputes P.O. Box 7110, London, KY 40742-7110 1-800-521-6007	AmeriHealth Caritas PA CHC Attn: Claim Disputes P.O. Box 7110, London, KY 40742-7110 1-800-521-6007
	Appeals inpatient	Appeals outpatient
	AmeriHealth Caritas PA CHC P.O. Box 80111, London, KY 40742-0111	AmeriHealth Caritas PA CHC P.O. Box 80113, London, KY 40742-0113

Other resources

Adult Protective Services	1-800-490-8505	
Alzheimer's Association of Greater Pennsylvania	1-800-272-3900	www.alz.org/pa
Behavioral health plans, by county		www.enrollnow.net/program-resources
ConnectCenter/Change Healthcare customer support	1-800-527-8133, option 2	
Critical incident questions		chccriticalincident@amerihealthcaritas.com
Department of Human Services (DHS) Community HealthChoices	1-800-932-0939	www.healthchoices.pa.gov/info/about/community
ECHO EFT/ERA enrollment	1-888-834-3511	
EDI technical support	1-866-695-1330	edi.support@amerihealthcaritas.com
Enterprise Incident Management	1-866-444-1264 (help desk)	https://www.hhsapps.state.pa.us/eim/
Fraud, waste, and abuse reporting	1-866-833-9718	Email: fraudtip@amerihealthcaritas.com U.S. mail: Special Investigations Unit AmeriHealth Caritas PA CHC 3875 West Chester Pike Newtown Square, PA 19073
HHaExchange support	1-718-407-4633	support@hhaexchange.com
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