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| 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 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.

Outpatient Radiology Services

1-800-424-5657 or <https://www1.radmd.com/>

Outpatient radiology services requiring prior authorization by Evolent Specialty Services, Inc. (Evolent):

- CT/CTA
- MRI/MRA
- PET scan
- CCTA
- Nuclear cardiology/MPI

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

1-855-343-7401

<https://www.dentaquest.com/en/providers/pennsylvania>

Vision Services

1-800-773-2847

NaviNet

1-888-482-8057

www.navinet.net

Provides access to member eligibility, claims status inquiry, submission of prior authorization requests, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices 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

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|---|---|
| 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

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| 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 P.O. Box 7317 London, KY 40742 |
| 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 |