

June 16, 2021

WELCOME TO OUR PLAN

Let's Get Started

We are pleased you have chosen to participate with AmeriHealth Caritas North Carolina and would like to welcome you to our Medicaid Managed Care network. We see you as our partner in providing access to high-quality health care services to our members — your patients.

We look forward to your participation in our managed care network, and know you share our commitment to providing access to quality health care services to North Carolina Medicaid and North Carolina Health Choice enrollees who join our health plan.

AmeriHealth Caritas North Carolina is committed to providing the support you deserve. You will find the following topics in this email to help you get started:

- [Electronic funds transfer – sign up now](#)
- [Jiva application training – join us for a no-cost webinar](#)
- [Events and reminders](#)

ELECTRONIC CLAIMS PAYMENT SOLUTIONS

Electronic Funds Transfer

AmeriHealth Caritas North Carolina is committed to providing the highest level of service to our network providers. As part of that commitment, we offer electronic claims payment solutions to increase payment efficiency and to reduce the risks associated with paper checks.

AmeriHealth Caritas North Carolina has contracted with Change Healthcare and ECHO® Health Inc. to administer electronic funds transfer (EFT) payments. Using

EFT is convenient and can reduce administrative overhead while allowing access to your funds more quickly.

Sign up for Electronic Funds Transfer

If you already receive payments from another ECHO Health payer, you may be able to enroll for EFT with AmeriHealth Caritas North Carolina using your existing account. Please make sure you have an ECHO Health draft number and corresponding payment amount so your enrollment request can be validated. A draft number is listed as the EPC draft number on ECHO Health's explanation of payments. If you need assistance locating an ECHO payment in order to register, you can contact ECHO at 1-888-834-3511 Monday-Friday from 8 am – 6 pm ET.

To enroll please visit, <https://enrollments.echohealthinc.com/efteradirect/enroll>.

If you have never received a payment through ECHO Health for any payer, then you must wait to enroll for EFT after your first ECHO Health payment is received. Your first payment from AmeriHealth Caritas North Carolina will be made via paper check. Please use the information on the Remittance Advice and the check stub to register for EFT by **9/13/2021**. To enroll, please visit <https://enrollments.echohealthinc.com/efteradirect/enroll>.

After **09/13/2021**, any provider who has not registered for EFT will be paid via Virtual Credit Card (VCC). **Normal credit card transaction fees will apply to VCC payments.**

Update Your Payer IDs and Electronic Remittance Advices

If you are currently receiving EFT payments through the ECHO Health platform, you may need to update your Payer IDs and Electronic Remittance Advices to help ensure that you are all set to receive electronic payments from AmeriHealth Caritas North Carolina upon go-live on July 1, 2021.

- If you use a practice management system, to help ensure continued receipt of Electronic Remittance Advices (ERAs), you will need to update your software to accept the new **ECHO Payer ID 58379** in addition to the **AmeriHealth Caritas North Carolina Payer ID 81671**.
- All generated ERAs will also be accessible to download from the ECHO Health provider portal (www.providerpayments.com). Changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Enrollment team at **1-888-834-3511**.

- Payment will appear on your bank statement from PNC and ECHO as “PNC – ECHO”

JIVA TRAINING OPPORTUNITY

Jiva Application Training Now Available — Join Us for a No-Cost Webinar

Beginning on July 1, 2021, AmeriHealth Caritas North Carolina providers will use an application called Jiva to manage inpatient and outpatient prior authorizations. To help familiarize your practice with Jiva, we are offering two-hour webinar demonstrations at no cost to you.

Sessions are offered in a morning or afternoon format for your convenience and are specific to inpatient and outpatient requests. It is recommended that you choose a session according to the needs of your practice.

To register for a session, review the dates and times offered below, then use the registration link to register for your selection. Once registered, mark your calendars and look for a confirmation email with details on how to join the webinar. On the day of your session, please plan to join us about 10 minutes before the scheduled start time.

Note: Please register at least one day prior to the session you wish to attend.

Jiva Application Training Schedule

Date	Outpatient Session Times	Inpatient Session Times
Tuesday, June 29, 2021	2 p.m. to 4 p.m. ET	9 a.m. to 11 a.m. ET
Wednesday, June 30, 2021	9 a.m. to 11 a.m. ET	2 p.m. to 4 p.m. ET
Thursday, July 1, 2021	2 p.m. to 4 p.m. ET	9 a.m. to 11 a.m. ET
Wednesday, July 7, 2021	9 a.m. to 11 a.m. ET	2 p.m. to 4 p.m. ET
Thursday, July 8, 2021	2 p.m. to 4 p.m. ET	9 a.m. to 11 a.m. ET
Friday, July 9, 2021	9 a.m. to 11 a.m. ET	2 p.m. to 4 p.m. ET
Register:	https://www.surveymonkey.com/r/NCPPORTAL	

The Jiva application is accessible through NaviNet, the AmeriHealth Caritas North Carolina Provider Portal. If you do not have a NaviNet account, visit navinet.navimedix.com to sign up. **Please note: You must use Internet Explorer to access the application.**

AmeriHealth Caritas North Carolina is committed to providing the support you deserve. Your dedicated [Account Executive](#) will be able to provide your practice with ongoing assistance and a Jiva training manual to help you get started.

If you have any questions about this communication, please contact AmeriHealth Caritas North Carolina Provider Services at **1-888-738-0004**.

Events and reminders

Clinical Resources are now available

- [Learn more](#) about our Clinical Coverage Policies and the North Carolina Department of Health and Human Services (NCDHHS) Clinical Policy Reference Tool.

ConnectCenter demonstration sessions

- Join us for a demonstration of ConnectCenter, our solution for verifying member information and submitting claims. Please register for one of the following dates:
 - o [Monday, June 21st at noon ET](#)
 - o [Wednesday, June 23rd at 9:00 a.m. ET](#)
 - o [Wednesday, July 7th at 6:00 p.m. ET](#)

NaviNet

- ACNC Providers can now access NaviNet. Visit our [Getting Started](#) page to learn more.

Provider Orientation Training

- [Sign up](#) for a June training session

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive or AmeriHealth Caritas North Carolina's Provider Network Management leadership.