

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
Cover	Disclaimer	Added disclaimer to show the Draft provider manual is still under NCDHHS review as of 4/1/19.	4/1/19
Cover	Disclaimer	Removed disclaimer. NCDHHS approved 6/25 and 8/20	8/21/19
3 and throughout	Enrollees	Removed mention of CHIP NC DHHS calls the children's health insurance program Health Choice.	5/14/19
3	Aged, Blind and Disabled (ABD)	Added ABD to Medicaid population	5/15/19
5-6	Members selection of PCP	Describes the Member's ability to change AMH/PCPs without cause and provides example of "cause"	3/26/19
8	Member ID Card	Added most recent version	8/21/19
8	Member's rights and responsibilities	Added language stating that a member has the right to make changes to their medical record	5/14/19
8-9	Member's Rights and Responsibilities	Text provided by NC DHHS.	7/31/19
14	PDM/CVO language	Updated text provided by NC DHHS.	5/15/19
14	Recredentialing Requirements	Revised recredentialing requirements.	5/15/19
14	Recredentialing	Revised as per NC DHHS's request.	8/14/19
17-23	Network Adequacy	Added Time and Distance	5/13/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
		Standards	
26	Wait time standards	Corrected wait times for Mental Health Urgent care services from 30 minutes (typo) to 24 hours.	5/13/19
28	After Hours Accessibility	Added language to state that the provider may have a different After-Hours phone number than the office's daytime phone number.	8/14/19
29	Network Access	Added corrective action for non-compliant providers.	6/25/19
30	All Provider Responsibilities	Added disclaimer that providers must adhere to their signed ACNC contract.	8/14/19
32	Primary Care Provider Responsibilities	Added disclaimer that PCPs must adhere to their signed ACNC contract.	8/14/19
32	PCP Types	Clarified PCP types	8/14/19
33 & 89	PCP Responsibilities	Added Oral Hygiene Counseling as a responsibility of the PCP who treats children under twenty-one (21) years of age.	6/25/19
34	OB/GYN Responsibilities	Added disclaimer that OB/GYN practitioners must adhere to their ACNC signed contract.	8/14/19
34 & 95	Pregnancy Medical Home Screen Form	Replaced name of form: "Obstetrical Needs Assessment Form" (ONAF) with the name of the NC assessment form – Pregnancy Medical Home Screen form.	3/26/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
35	Specialist Responsibilities	Added disclaimer that Specialists must adhere to their ACNC signed contract.	8/14/19
37-38	False Claim Act	Rearranged Federal False Claim Acts and NC False Claim Acts for clarity.	5/16/19
38	False Claim Act	Added specific North Carolina information	3/26/19
51	Covered Services	Added language to advise providers to check eligibility before rendering services. Covered benefits vary by program.	5/14/19
Deleted section	Covered Services	Removed Limited Enhanced Mental Health and Substance Abuse because it was removed from Amendment I (of the contract between ACNC and DHHS) grid of covered services.	8/14/19
61	NEMT	Revised to indicate NEMT is <u>not</u> covered for NC Health Choice members. .	5/13/19
61	Birthing Centers	Revised to indicate that birthing centers are covered by ACNC	5/14/19
Section was deleted 8/14/19	ICF for individuals over 65	Revised Covered benefits to show that ACNC does not cover ICF for individuals over 65. (duals)	5/14/19
Deleted section	Covered Services	Removed Services in intermediate care facility (ICF) for individuals with intellectual disability	8/14/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



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		because it was removed from Amendment I (of the contract between ACNC and DHHS) grid of Covered Services	
71	Covered Services	Revised Covered Benefits Grid to show that ACNC does not cover Institution for Mental Disease (IMDs.) for over 65 (duals).	5/14/19
75	Covered Services	Added medically necessary contact lenses to covered services.	8/14/19
75	Covered Services Behavioral Services	Deleted SAIOP and SACOT because they were removed from the BH Covered Services grid in Amendment I (of the contract between ACNC and DHHS).	8/14/19
75	Carved Out Behavioral Health Services	List was edited for clarity.	5/6/19
75	Carved Out Behavioral Health Services	BH Services were removed from the covered services grid in Amendment I (of the contract between ACNC and DHHS).	8/14/19
75	Carved-in Behavioral Health Services	List was edited for clarity.	5/6/19
75-76	Services carved out of Managed Care	Revised to match the covered services grid in Amendment I (of the contract between ACNC and DHHS).	8/14/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
75-76	Covered Benefits	Clarified Behavioral Health carved in and carved out Services.	5/6/29
77	Family Planning	Added to cost sharing exclusions	5/13/19
79	Second Opinions	Added Time and Distance Standards.	5/14/19
81-83	Vaccines for Children Program	Added information about the NC Immunization Branch and NC Immunization Registry.	7/6/19
88	Vision	Added fitting, dispensing	6/25/19
88	Vision	Added language to clarify what is covered by the Medicaid FFS program versus what is covered by ACNC	5/15/19
89	Vision	Added Medically necessary contact lenses to vision section	8/1/19
95 and 202	High Risk Pregnancy	ACNC will contract with LHDs to provide services to women with High Risk Pregnancies	3/25/19
95	High Risk Pregnancy	Added section header to table of contents.	5/16/19
101 and 207	At Risk Children	ACNC will contract with LHDs to provide services to At Risk Children	3/25/19
102	At Risk Children	Added section header to table of contents.	5/16/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
110	Prior authorization Policy and Procedure, #5.	Removed mention of mileage in #5 pertaining to prior authorization and transition of care.	5/15/19
111	Payment Adjustments	Added reasons the plan might adjust payments.	4/30/19
111	Denying reimbursement	Deleted language regarding the plan's right to deny retroactive reimbursement.	4/30/19
112 - 117	Prior Authorization List	List updated.	5/15/19
115	Physical Health Services that Require Notification	Added time limit of within one business day to services requiring notification.	8/14/19
115	Physical Health Services that require notification	Added birthing centers	5/15/19
115	Prior Authorization	Added members do not need prior authorization to see a primary care physician, to go to a Local Health Department or to receive services at school-based clinics.	6/25/19
116	BH Prior Authorization	Added no referral or authorization is required for a mental health or substance dependence assessment.	6/25/19
117	LTSS Services Requiring Prior Authorization	Edited description	5/16/19
118	Standard Determination Decision turnaround	Changed from 10 to 14 calendar days.	5/6/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



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	times		
118 - 119	Medical Necessity of Services	Edited medical necessity criteria guidelines	5/6/19
120	Guarantee of payment	Prior authorization is not a guarantee of payment.	5/6/19
124	Member's Grievances Appeals and Fair Hearings	Added clarifying language for adverse benefit decisions	3/29/19
125-26	Expedited Member Appeals	Included language stating the plan will take no punitive action against provider.	6/25/19
129-138	Provider Grievances and appeals	Revised section	3/26/19and 4/11/19
130	Provider Grievances and Appeals	Enhanced language regarding the provider's right to submit a grievance regarding contractual disagreements.	3/26/19
Section moved	Providers Grievances and Appeals	Removed language pertaining to claims section and moved it to pg. 173, Provider Claim Inquiries.	3/26/19
130	Providers Grievances and Appeals	Added clarifying language regarding access to the website to file an appeal.	3/29/19
131	Provider Grievances and Appeals	Changed time frame for resolution from 60 to 30 days.	4/1/19
133	Providers Grievances and Appeals	Added header, Appeals on behalf of a Member so it appears in table of contents.	3/29/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
133	Providers Grievances and Appeals	Added clarifying language around Member Appeals filed by a provider	4/11/19
134	Provider Contract Terminations	Added section about NCDHHS Initiated Provider Terminations	6/26/19
138	Ombudsman Program Complaint Process	Guidance will be added when the state hires and Ombudsman.	4/16/19
138	Ombudsman Program	Removed reference to Ombudsman program as per NC DHHS.	8/21/19
140-141	Quality Assessment and Performance Improvement Program	Added clarifying language regarding Measurement and Reporting of Quality of care.	7/23/19
145	Medical Record Requirements	Added: "Each provider furnishing services to members is required to maintain and share, as appropriate, a member health record in accordance with professional standards and state and federal law".	5/6/19
164	Tribal Engagement	Adding language to help ensure tribal members are referred to IHCPs.	7/16/19
164	Tribal Engagement	Added language to state that ACNC will offer Culturally Competent training to its provider network.	7/16/19
164	Tribal Engagement	Added contact information for Tribal Billing Issues.	6/25/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
167	Claims Submission Protocols and Standards	Changed timely filing limits to 180 days.	4/11/10
169	Electronic Claims Submission (EDI)	Added information about SNIP Editing and Clearinghouse Requirements	5/14/19
171	Interest and Penalties for Late Payment of Clean Claims	Reformatted and retitled for clarity.	8/15/19
172	Claims Submission Protocols and Standards	Revised header to Provider Claims Inquiries	4/11/19
174	Third Party Liability and Coordination of Benefits	Added instructions on the provider obligation to report other insurance.	5/15/19
175	Third Party Billing	Added exceptions when providers are not required to bill the third party prior to billing ACNC.	5/14/19
191	Long Term Services and Supports	Deleted eligibility requirements.	4/5/2019
191	Member Enrollment in the LTSS Program	Added information to clarify who will be enrolled.	4/5/19
Appendix	High Risk Pregnancy and At Risk Children	Added NC High Risk Pregnancy Policy and At Risk Children policy	3/26/19
Appendix	Attachments D, E, and F	Relabeled High Risk Pregnancy Attachment to D and At Risk Children to E. Incorporated previous Appendix D "North Carolina False Claims Acts and other Fraud Waste and Abuse (FWA) laws into the	5/17/19

AmeriHealth Caritas North Carolina Provider Manual
Provider Manual Revision Log
As of 8/15/2019



Page	Topic	Description	Date
		manual on page 38.	
Appendix	Attachments A&B	Relabeled High Risk Pregnancy as Attachment A and At Risk Children as Attachment B.	6/22/19