PROVIDER SERVICES CONTACTS
1-888-738-0004 (TTY 1-866-209-6421)
Fax: 1-833-581-2262
- Member eligibility checking and claims status inquiry
- Electronic data interchange (EDI) technical support
- Reporting demographic data changes
- Filing a provider grievance

PROVIDER PORTAL
NaviNet: 1-888-482-8057
Log on to www.navinet.navimedix.com for web-based solutions for electronic transactions and information.

PRIOR AUTHORIZATIONS/NOTIFICATIONS
Emergency: Prior authorization is not required for emergency services when a member seeks emergency care.

Call 1-833-900-2262 or fax 1-833-893-2262 to obtain prior authorizations for the following services:
- Behavioral health
- Peer-to-peer
- Physical health utilization management

Fax inpatient admission notifications or requests for concurrent reviews to 1-833-894-2262.

Bright Start® (maternity services): 1-833-475-2262
Fax: 1-833-463-2262

MEMBER SERVICES/ELIGIBILITY
Member Services is available 24 hours a day, seven days a week.

Rapid Response and Outreach Team: 1-833-808-2262

CLAIMS/EDI
Claims Inquiry: If a provider has concerns regarding any claim issue, please:
- Log on to www.navinet.navimedix.com for electronic transactions and information.
- Call Provider Services at 1-888-738-0004 and follow the prompts.
- Call your Account Executive for assistance.

EDI Technical Support: 1-833-885-2262
oredi.acnc@amerihealthcaritasnc.com

Timely claims filing
In-network and out-of-network providers:
- Original submission: 180 days from date of service
- Rejected claims: 180 days from date of service
- Denied claims: 365 days from date of service
- Third-party liability (TPL) claims: 60 days from the date of the primary insurer’s explanation of benefits (EOB)

Claims submission
AmeriHealth Caritas North Carolina
electronic payer ID number: 81671

Arranging electronic services (EDI, EFT and ERA)
Contact your practice management or EDI vendor to arrange for electronic claims or remittance transmissions.
Or contact Change Healthcare at 1-877-363-3666 or visit www.changehealthcare.com.

AmeriHealth Caritas North Carolina
Attn: Claims Processing Department
P.O. Box 7380, London, KY 40742-7380

PROVIDER GRIEVANCES AND APPEALS

Providers are encouraged to settle grievances by phone or in person with their dedicated Account Executive, or by calling Provider Services at 1-855-738-0004.

Providers may file a grievance or appeal online by going to the Provider Grievance and Appeals section of our website at www.amerihealthcaritasnc.com.

Submit grievances or appeals by mail to:
AmeriHealth Caritas North Carolina
Attn: Provider Grievances and Appeals
P. O. Box 7379, London, KY 40742-7379

NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) AND NON-EMERGENCY AMBULANCE TRANSPORTATION (NEAT)

ModivCare Member and Provider Services: 1-833-498-2262

PHARMACY SERVICES

PerformRx™ Member Services: 1-855-375-8811
PerformRx Provider Services hours of operation: 8 a.m to 7 p.m.
- PerformRx Provider Services: 1-866-885-1406
- Pharmacy prior authorization fax: 1-877-234-4274
- Formulary and forms: www.amerihealthcaritasnc.com

NURSE LINE

24/7 Nurse Line for members: 1-888-674-8710

BEHAVIORAL HEALTH CRISIS

Behavioral Health Crisis Line: 1-833-712-2262

INTERPRETER SERVICES

Interpreter Services: 1-855-375-8811 (TTY 1-866-209-6421)

CARE COORDINATION

Bright Start (maternity services): 1-833-475-2262
Fax: 1-833-463-2262

Long Term Services and Supports (LTSS) Case Manager: 1-844-201-6799

Rapid Response and Outreach Team: 1-833-808-2262
Fax: 1-833-816-2262

Call Monday through Friday, 8 a.m. to 5 p.m., for care coordination services, including HealthCheck, EPSDT services and the “Let Us Know” program.

Mail Health Risk Assessment forms to:
AmeriHealth Caritas North Carolina
Rapid Response and Outreach Team
P. O. Box 7375, London, KY 40742-7376
www.amerihealthcaritasnc.com/provider

ADDITIONAL RESOURCES

Credentialing: 1-800-688-6696
To access information on the NCDHHS centralized credentialing/recredentialing process, please contact the NCTracks Call Center at 1-800-688-6696, 1-855-710-1965 (fax).

Fraud, Waste and Abuse Hotline: 1-866-833-9718

Member ID card

AmeriHealth Caritas
North Carolina

To access your member portal, visit www.amerihealthcaritasnc.com

All other insurance payers must be billed before AmeriHealth Caritas North Carolina, payer of last resort.

www.amerihealthcaritasnc.com Provider ID:
[XXXXXXXXXXXXX]
Member name
[XXXXXXXXX] Primary doctor
[PCP first name, PCP last name] Group name
[PCP/Group address] [City, State ZIP]
PCP/Group phone number [X-XXX-XXX-XXXX]
Effective date [MM/DD/YYYY]

Not transferable
Limits may apply to some services.