# NC MEDICAID PROVIDER

# **QUICK-REFERENCE GUIDE**



www.amerihealthcaritasnc.com



# **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



NaviNet: 1-888-482-8057

Log on to https://register.navinet.net for web-based solutions for electronic transactions and information.



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

Providers are asked to *notify* ACNC within one business day for newborn deliveries, maternity obstetrical services, continuation of services and inpatient admissions following emergency room medical care.

See our **Prior Authorization** web page

(https://www.amerihealthcaritasnc.com/provider/resources/physical-prior-auth.aspx) for service-specific guidance, as well as links for online submission.

Our Prior Authorization Lookup tool contains

(https://www.amerihealthcaritasnc.com/provider/resources/prior-authorization-lookup.aspx) additional guidance.

# MEMBER SERVICES/ELIGIBILITY

Eligibility is most quickly found by using https://register.navinet.net.

Member Services is available 24 hours a day, seven days a week.

Member Services: 1-855-375-8811 (TTY 1-866-209-6421) Fax: 1-833-580-2262

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 https://register.navinet.net, click on My Health Plans and choose AmeriHealth Caritas North Carolina. Under Workflows for this Plan, select Claim Submission from the left-hand navigation menu.
- 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: 365 days from date of service
- Rejected claims: 365 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

For detailed information, reference the AmeriHealth Caritas North Carolina Claims Filing Instructions found at www.amerihealthcaritasnc.com.







# **PROVIDER GRIEVANCES AND APPEALS**

Providers are encouraged to discuss grievances by calling Provider Services at **1-855-738-0004**.

Providers may file a grievance or appeal online. Log onto https://register.navinet.net homepage, click on My Health Plans and choose AmeriHealth Caritas North Carolina. Under Workflows for this Plan, choose Forms and Dashboards and select Submit a Grievance. Save Document ID for following up with Provider Services.

Additional information is found on the Provider Grievance and Appeals (https://www.amerihealthcaritasnc.com/provider/grievances-appeals/index.aspx) section of our website.

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<sup>™</sup> 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:	1-833-900-2262	
Rapid Response and Outreach Team:	1-833-808-2262	Fax: <b>1-833-816-2262</b>
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	

# **ADDITIONAL RESOURCES**

#### **Credentialing:**

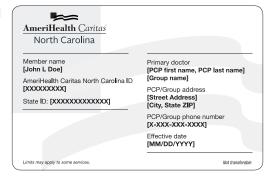
1-800-688-6696

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





www.amerihealthcaritasnc.com/provider

