

NC MEDICAID PROVIDER QUICK-REFERENCE GUIDE

www.amerhealthcaritasnc.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
- Reporting demographic data changes
- Electronic data interchange (EDI) technical support
- 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

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

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

MEMBER SERVICES/ELIGIBILITY

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 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@amerhealthcaritasnc.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)

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

Claims submission

AmeriHealth Caritas North Carolina
electronic payer ID number: 81671

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

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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

PerformRxSM 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 40742-7375
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

Member name
[John L Doe]

AmeriHealth Caritas North Carolina ID
[XXXXXXXXXX]

State ID: [XXXXXXXXXXXX]

Primary doctor
[PCP first name, PCP last name]
[Group name]

PCP/Group address
[Street Address]
[City, State ZIP]

PCP/Group phone number
[X-XXX-XXX-XXXX]

Effective date
[MM/DD/YYYY]

Limits may apply to some services. Not transferable

AmeriHealth Caritas
North Carolina

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

Always carry your AmeriHealth Caritas North Carolina card. You'll need it to get your benefits. Go to your AmeriHealth Caritas North Carolina primary care provider (PCP) for medical care.

Emergency department: Go to an emergency department near you if you believe your medical condition may be an emergency. If you get emergency care, please notify your PCP.

North Carolina Department of Justice Medicaid Investigation Division (MID): 1-919-881-2320
 (If you suspect a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 1-919-881-2320.)

AmeriHealth Caritas North Carolina
 8041 Arco Corporate Drive
 Raleigh, NC 27617

For claims processing mail to:
 AmeriHealth Caritas North Carolina
 Claims Processing
 P.O. Box 7380, London, KY 40742-7380

Member Services: **1-855-375-8811**
 TTY: **1-866-209-6421**

Provider Services and prior authorization
1-888-738-0004

To speak with a nurse anytime
1-888-674-8710

Behavioral Health Crisis Line
1-833-712-2262

Pharmacy Provider Services
1-866-885-1406

Pharmacy RxBIN #H019895
 Pharmacy RxFON #PRX00801

For questions about services not covered by AmeriHealth Caritas North Carolina, please contact the NC Medicaid Call Center at **1-888-245-0179** or **1-919-913-5550**.

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