

# 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](http://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
- Concurrent review
- Long Term Services and Supports (LTSS)
- Peer-to-peer
- Physical health utilization management

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.

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](http://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](mailto: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)

#### 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](http://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.amerhealthcaritasnc.com](http://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](http://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<sup>SM</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](http://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: **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](http://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](http://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.

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 RxFIN #19595  
 Pharmacy RxFIN #PRX00801

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  
 8244 Inco Corporate Drive  
 Raleigh, NC 27617

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

For questions about services not covered by AmeriHealth Caritas North Carolina, please contact the NC Medicaid Call Center at **1-888-245-9179** or **1-919-813-5550**.

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