

2025 AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Provider Manual Updates	Page
Important Plan Telephone Numbers: Updated phone and fax numbers where appropriate.	15-16 and throughout the manual
Definitions: Updated definitions where appropriate.	17-29
Covered Benefits	
Covered Home and Community-Based Services: Added Chore Services, Teleservices – Cognitive Rehabilitation, Teleservices – Counseling, Teleservices – Nutritional Consultation.	33
Participant Copayment Schedule: Deleted Participant Copayment Schedule and added website address to view the schedule.	35
Long-Term Services and Supports	
Covered Services: Removed Pest eradication, Benefits Counseling, Enhanced employment services. Added Chore Services and Teleservices: Nutritional Counseling, Counseling Services, Cognitive Rehabilitation	37
LTSS Covered Services: Updated Benefits Counseling, Home Adaptations and Respite. Added benefit details for Chore Services, TeleServices.	50-81
Referral & Authorization Requirements	
Resources – DHS offers a Medical Assistance Enrolled Provider Lookup Function: Updated the PROMISe URL.	91 and throughout the manual
Ambulance: Updated MATP service phone numbers as appropriate.	99-101
Behavioral Health and Substance Abuse – By County: Updated phone numbers as appropriate.	102-104
Dental Services: Updated the Dental Provider Services phone number.	105
DME/Exceptional DME: Updated to indicate that Select Enteral and Parenteral supplements require authorization.	106
Home Health Care: Added All Home Health Agencies are required to validate any home health service provided to Participants using Electronic Visit Verification (EVV).	120
Diabetic supplies: Deleted 150 per 34 days limit for glucose tablets and alcohol swabs.	122
Nursing Facility: Updated the covered services.	122-123
AmeriHealth Caritas PA CHC’s Drug Formulary: Updated the Pharmacy and Therapeutics Committee address.	128
Pharmacy Prior Authorization Process: Updated what happens in the event of a denial.	129
Bleeding Disorders Management Program Description: Added Bleeding Disorder Program Contact: PerformRXBleedingDisorders@performrx.com .	133
Non-Covered Medications: Deleted Single entity and multiple vitamin preparations except for those listed above.	134-135
Recipient Restriction Program: Updated review criteria.	141
Provider Services	
NaviNet Supports Back Office Functions: Added Provider Directory Information Form details.	163
Primary Care Practitioner (PCP) & Specialist Office Standards & Requirements	

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PCPs are responsible for: Added Provide updates/changes that occur to their provider directory information.	171
Medical Record Standards: Added Practitioners requirements to meet the Plan’s standards as well as process when practitioner does not achieve the standard of 90% or greater.	191
Claims	
What to Expect as a Result of SIU Activities: Added If you do not agree with SIU findings in the Overpayment Letter, instructions are included describing how you can submit a dispute to the SIU.	207
Provider Dispute/Appeal Procedures; Participant Complaints, Grievances, and Fair Hearings	
Filing a Dispute: Updated dispute address to P.O. Box 7316, London, KY 40742.	210
Time Frame for Resolution: Added If the informal resolution of the Dispute results in a claim adjustment, the Provider will receive a new explanation of benefits (EOB) for the claim(s) addressed in the dispute.	211
What is an Appeal: Added Contracting issues, including “not for cause” plan-initiated terminations.	213
Filing a Request for a First Level Appeal Review: Updated the Provider Appeals Department address.	214
Second Level Appeal Review: Updated the Provider Appeals Department address.	215
Quality Assurance Performance Improvement, Credentialing, and Utilization Management	
Utilization Management Inpatient Stay Monitoring: Added Participants with Medicare coverage are not required to have admission authorization. The Plan’s referral and authorization requirements are applicable if the services are covered by Medicare and the Participant’s Medicare benefits have been exhausted.	250
Regulatory Provisions	
Cultural Responsiveness: Updated the top 15 written non-English languages in Pennsylvania Referenced DHS MA Bulletin 99-25-01 and included where it can be found on our website.	274