

Account Executive:

Phone:

AmeriHealth Caritas PA CHC EDI payer ID: **77062**

Email: **providercommunicationschc@amerihealthcaritas.com**

Provider Services

1-800-521-6007

For assistance with:

- Eligibility verification
- Claims status inquiry
- Reporting demographic data changes
- Filing an informal complaint

Participant Services

1-855-235-5115

TTY 1-855-235-5112

24 hours a day, seven days a week

Pharmacy Services (PerformRxSM)

1-888-674-8720

Prior authorization is required for all prescriptions on multi-source branded products, injectables, and non-formulary medications. Please visit

www.amerihealthcaritaschc.com > Providers > Pharmacy > Formulary for up-to-date information.

Outpatient Radiology Services

1-800-424-5657 or **<https://www1.radmd.com/>**

Outpatient radiology services requiring prior authorization by Evolent Specialty Services, Inc. (Evolent):

- CT/CTA
- MRI/MRA
- PET scan
- CCTA
- Nuclear cardiology/MPI

Dental Services

1-855-343-7401

<https://www.dentaquest.com/en/providers/pennsylvania>

Vision Services

1-800-773-2847

NaviNet

1-888-482-8057

www.navinet.net

Provides access to member eligibility, claims status inquiry, submission of prior authorization requests, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices and panel rosters.

Credentialing

Phone: **1-800-642-3510**, option 2

Fax: **1-717-651-1673**

Contracting

1-866-546-7972

Fraud, waste, and abuse reporting

Phone: **1-866-833-9718**

Email: **fraudtip@amerihealthcaritas.com**

U.S. mail: Special Investigations Unit
AmeriHealth Caritas PA CHC
P.O. Box 7317
London, KY 40742

AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Provider Reference Guide

Department	Phone number	Fax number
Bright Start® maternity program	1-877-364-6797	
Service Coordination	1-800-521-6007	
Prior Authorization/ Utilization management	1-800-521-6622	1-866-755-9949
Concurrent Review	1-800-521-6622	1-866-755-9949
DME Prior Authorization	1-800-521-6622	1-855-540-7083

Claims

AmeriHealth Caritas PA CHC
P.O. Box 7110, London, KY 40742-7110

AmeriHealth Caritas PA CHC/
AmeriHealth Caritas VIP Care (Medicaid/Medicare)
P.O. Box 7143, London, KY 40742-7143

Contracting	Informal provider disputes	Claims disputes
AmeriHealth Caritas PA CHC 8040 Carlson Road, Suite 500 Harrisburg, PA 17112	AmeriHealth Caritas PA CHC Attn: Informal Provider Disputes P.O. Box 7316, London, KY 40742-7110	AmeriHealth Caritas PA CHC Attn: Claim Disputes P.O. Box 7110, London, KY 40742-7110
Clinical Provider Appeals		
AmeriHealth Caritas PA CHC P.O. Box 8011, London, KY 40742-0111		

Other resources

Adult Protective Services	1-800-490-8505	
Alzheimer's Association of Greater Pennsylvania	1-800-272-3900	www.alz.org/pa
Behavioral health plans, by county		www.enrollnow.net/program-resources
Optum/Change Healthcare customer support	1-800-527-8133, option 2	
Critical incident questions		chccriticalincident@amerihealthcaritas.com
Department of Human Services (DHS) Community HealthChoices	1-800-932-0939	https://www.pa.gov/agencies/dhs/resources/medicaid/chc.html
ECHO electronic funds transfer (EFT)/ electronic remittance advice (ERA) enrollment	1-888-834-3511	
EDI technical support	1-866-695-1330	edi.support@amerihealthcaritas.com
Enterprise Incident Management	1-866-444-1264 (help desk)	https://www.hhsapps.state.pa.us/eim/
HHAeXchange support	1-718-407-4633	support@hhaexchange.com
Medical Assistance Transportation Program (MATP)		http://matp.pa.gov
PA Department of Aging	1-717-783-1550	www.aging.pa.gov
PA Tobacco Cessation	1-800-784-8669	https://www.pa.gov/agencies/health/programs/healthy-living/tobacco-prevention-and-control/quitline.html