

AmeriHealth Caritas Ohio

Reference Guide for FQHCs, RHCs, and Other Community Health Providers

October 2022

Provider services Available 7 a.m. to 8 p.m. ET, Monday through Friday, excluding major holidays	1-833-644-6001
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For assistance with:

- Eligibility checking.
- Claims status inquiry.
- Electronic data exchange (EDI) technical support.
- Reporting demographic data changes.
- Filing a complaint.

Ohio Provider Network Management (PNM) Portal

<https://managedcare.medicareid.ohio.gov/managed-care/centralized-credentialing>

NaviNet® provider portal	1-888-482-8057 navinet.navimedix.com
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Member Services (24 hours a day, seven days a week)	1-833-764-7700 TTY: 1-833-889-6446 Fax: 1-833-641-3290
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Bright Start® (maternity services)	1-833-606-2727 Fax: 1-833-732-9640
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Vision	1-833-764-7700
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Dental (DentaQuest)	1-888-278-7310
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Emergency room (ER) policy

AmeriHealth Caritas Ohio does not require prior authorization for emergency services provided by in-network or out-of-network providers when a member seeks emergency care.

24/7 Nurse Advice Line for members	1-833-625-6446
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Pharmacy services	
Pharmacy services are managed by the single pharmacy benefits manager (SPBM), Gainwell Technologies. For the most current and complete information on the provision of pharmacy services, visit https://spbm.medicareid.ohio.gov/ . For questions regarding pharmacy services, Plan members and providers may contact:	
SPBM Pharmacy Member Services.....	1-833-491-0344
SPBM Pharmacy Provider Services.....	1-800-686-1516

Nonemergency medical transportation	1-833-664-6368
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Utilization management	1-833-735-7700
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Fraud and abuse hotline	1-866-833-9718
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Rapid Response and Outreach Team/ Let Us Know	1-833-464-7768 Fax: 1-833-564-3290
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Call Monday – Friday, 8 a.m. to 5 p.m., for support with care coordination and member access to services.

The Member Intervention Request form is available at <https://www.amerhealthcaritasoh.com> > **Providers** > **Forms**.

Arranging electronic services (EDI, EFT, and ERA)	
Contact your practice management or electronic data interchange (EDI) vendor to arrange for electronic claims or remittance transmissions. Or contact ECHO Health, Inc. at 1-888-492-5579 or visit www.echohealthinc.com to arrange:	
<ul style="list-style-type: none"> • Electronic claims submission (via EDI). • Electronic funds transfer (EFT). • Electronic remittance advice (ERA). 	

Peer-to-peer review	1-833-735-7700
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Timely claims filing

- Original submission: no more than 365 days from date of service.
- Inpatient hospital claims: Must be received within 365 days of the date of discharge.
- Denied claims: within 365 days of date of service or 180 days from the date the claim was denied, whichever is later. Resubmitted claims beyond 730 days from the date of service or discharge will be denied.
- Adjusted claims must be submitted via EDI within 180 days from the paid claim date.
- Third-party liability (TPL) claims: Claims with prior payment by Medicare or another insurance plan must be received within 180 days from the date the other insurer paid on the claim.

Claims submission

AmeriHealth Caritas Ohio works with the third-party fiscal intermediary, Gainwell Technologies, to offer a **single point of entry for all provider claims**.

Additional information on claims submission will be available closer to December 1, 2022.

AmeriHealth Caritas Ohio electronic payer ID number: **35374**

For detailed information, see the AmeriHealth Caritas Ohio claims and billing information available at www.amerhealthcaritasoh.com.

Claims inquiry

If a provider has concerns regarding any claim issue, claims status information is available by:

- Electronic claims submission (via EDI).
- Visiting NaviNet, our secure provider portal. Log on to navinet.navimedix.com/sign-in for web-based solutions for electronic transactions and information.
- Opening a claims investigation via NaviNet with the claims adjustment inquiry function.
- Calling Provider Services at **1-833-644-6001** and following the prompts.
- Calling your Account Executive for assistance.

Provider appeals and complaints

Providers may file an appeal of an adverse action. Appeals must be submitted in writing to:

AmeriHealth Caritas Ohio
 Attn: Provider Appeals
 P.O. Box 7400
 London, KY 40742

For provider appeals (on behalf of a member and with written consent), call **1-833-644-6001** and follow the prompts.

For provider complaints:

Call Provider Services at **1-833-644-6001**.

Services requiring prior authorization

Services requiring prior authorization include, but are not limited to, the list below. For the most up-to-date and detailed listing of services that require authorization, please consult the provider pages of our website at www.amerhealthcaritasoh.com.

- Elective air ambulance.
- All out-of-network services, excluding emergency services.
- All unlisted miscellaneous and manually priced codes (including, but not limited to, codes ending in “99”).
- All inpatient hospital admissions, including medical, surgical, skilled nursing, long-term acute, and rehabilitation services.
- Home-based services: (physical, occupational, and speech therapies) and skilled nursing (after 18 combined visits, regardless of modality).
- Durable medical equipment (DME) rentals.
- Mental health inpatient admissions.
- Electroconvulsive therapy (ECT).
- Mental health partial hospitalization program.
- Psychological and neuropsychological testing.
- Pain management-external infusion pumps, spinal cord neurostimulators, implantable infusion pumps, radiofrequency ablation, and nerve blocks
- Pharmacy and medications: Contact Gainwell (pharmacy), PerformRx (in-patient) **1-888-765-6394**.
- Speech, occupational, and physical therapy require prior authorization after the 30th visit. This applies to private and outpatient facility-based services.
- The following radiology services when performed as an outpatient service require prior authorization by AmeriHealth Caritas Ohio’s radiology benefits vendor, National Imaging Associates Inc. (NIA)
 - Computed tomography angiography (CTA)
 - Coronary computed tomography angiography (CCTA)
 - Computed tomography (CT)
 - Magnetic resonance angiography (MRA)
 - Magnetic resonance imaging (MRI)
 - Myocardial perfusion imaging (MPI)
 - Positron emission tomography (PET)
 - Multiple-gated acquisition scan (MUGA)

Other important contact information

Ohio Department of Medicaid (ODM) Provider Hotline:
1-800-686-1516

Report child abuse to the Ohio Department of Job and Family Services (ODJFS) by phone at **1-855-O-H-CHILD (1-855-642-4453)**.

Report adult abuse to the Ohio Department of Job and Family Services (ODJFS) by calling the State of Ohio’s Adult Protective Services Hotline at **1-855-644-6277 (1-855-OHIO-APS)** or by online referral via the portal at <https://aps.jfs.ohio.gov/>.



AmeriHealth Caritas
Ohio

Member Services | Phone: 1-833-764-7700
24 Hour Emergency Services | Phone: 1-833-625-6446

Member Name	Member ID Number	Plan ID Number
JaneHasVeryLongName Verylooooooome	000000000000	000000000000

Primary Care Provider
Dr. John Doe
Phone: 000-000-0000

Issuance Date: MM/DD/YYYY

Pharmacy benefit
gainwell
Rx Bin: 024251
Rx PCN: OHRXPROD
Phone: 833-491-0344
Use Member ID for Billing

AmeriHealth Caritas
Ohio

Member Services | Phone: 1-833-764-7700
24 Hour Emergency Services | Phone: 1-833-625-6446

Information for Members
Always carry your AmeriHealth Caritas Ohio card. You'll need it to get your benefits. Go to your AmeriHealth Caritas Ohio primary care provider (PCP) for medical care. If you have an emergency, dial 911 or go to your nearest emergency room. If you need emergency care, call your PCP. Out-of-area care: Report out-of-area care to AmeriHealth Caritas Ohio and your PCP within 48 hours. Mental health, drug, and alcohol services: Call Member Services at **1-833-764-7700**. www.amerhealthcaritasoh.com

Information for Providers
Please verify member eligibility on Date of Service via the ODM provider portal before rendering services. Please visit www.amerhealthcaritasoh.com for detailed billing instructions or call 1-833-764-7700 for assistance. Providers may also call the ODM Help Desk at 1-800-686-1000 for assistance.

Ohio | Department of Medicaid