

Account Executive:	Phone:
AmeriHealth Caritas PA CHC EDI payer ID: <b>77062</b>	
Email: <b>providercommunicationschc@amerihealthcaritas.com</b>	

### Provider Services

**1-800-521-6007**

For assistance with:

- Eligibility verification.
- Claims status inquiry.
- Electronic data interchange (EDI) technical support.
- Reporting demographic data changes.
- Filing an informal complaint.

### Participant Services

**1-855-235-5115**

**TTY/TDD 1-855-235-5112**

24 hours a day, seven days a week

### Pharmacy Services (PerformRx<sup>SM</sup>)

**1-888-674-8720**

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

- For pharmacy authorization:
  - Fax: **1-855-851-4058**
  - Online Prior Authorization Submission Form: **www.amerihealthcaritaschc.com**
- Eligibility, claims, and prior authorization questions: **1-888-674-8720**
- Pharmacy Peer-to-Peer Line: **1-888-674-8720**

Emergent admissions require notification by fax or phone within 48 hours or on the first business day after the day services were rendered.

### Office locations

AmeriHealth Caritas PA CHC  
8040 Carlson Road, Suite 500  
Harrisburg, PA 17112

AmeriHealth Caritas PA CHC  
301 Grant Street, Suite 270  
Pittsburgh, PA 15219

AmeriHealth Caritas PA CHC  
200 Stevens Drive  
Philadelphia, PA 19113

### Dental Services

**1-855-434-9241**

**dentists.amerihealthcaritas.com**

### Vision Services

**1-800-773-2847**

### NaviNet<sup>®</sup>

**1-888-482-8057**

**www.navinet.net**

Provides access to Participant eligibility, claims status inquiries, referral submission and retrieval, Care Gap and Participant Clinical Summary reports, electronic copies of remittance advice, and panel rosters.

### Credentialing

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

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

### Contracting

**1-866-546-7972**

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

Department	Phone number	Fax number
Bright Start® maternity program	<b>1-877-364-6797</b>	
Service Coordination	<b>1-855-332-0116</b>	<b>1-855-332-0078</b>
Utilization Management	<b>1-800-521-6622</b>	
Admissions Notification	<b>1-855-540-7071</b>	DME Prior Authorization <b>1-855-540-7083</b>
Concurrent Review	<b>1-855-540-7072</b>	Inpatient Notification <b>1-855-332-0991</b>
Discharge Planning	<b>1-866-755-9949</b>	Prior authorization <b>1-855-332-0115</b>

### Claims

AmeriHealth Caritas PA CHC P.O. Box 7110 London, KY 40742-7110 Electronic Payer ID: <b>77062</b>	AmeriHealth Caritas PA CHC/ AmeriHealth Caritas VIP Care, (Medicaid/Medicare) P.O. Box 7143, London, KY 40742-7143 Electronic Payer ID: <b>77062</b>
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Contracting	Informal provider disputes	Claims disputes
AmeriHealth Caritas PA CHC 8040 Carlson Road, Suite 500 Harrisburg, PA 17112	AmeriHealth Caritas PA CHC Attn: Claim Disputes P.O. Box 7110, London, KY 40742-7110 <b>1-800-521-6007</b>	AmeriHealth Caritas PA CHC Attn: Claim Disputes P.O. Box 7110, London, KY 40742-7110 <b>1-800-521-6007</b>
	Appeals inpatient	Appeals outpatient
	AmeriHealth Caritas PA CHC P.O. Box 80111, London, KY 40742-0111	AmeriHealth Caritas PA CHC P.O. Box 80113, London, KY 40742-0113

### Other resources

Adult Protective Services	<b>1-800-490-8505</b>	
Alzheimer's Association of Greater Pennsylvania	<b>1-800-272-3900</b>	<a href="http://www.alz.org/pa">www.alz.org/pa</a>
Behavioral health plans, by county		<a href="http://www.enrollnow.net/program-resources">www.enrollnow.net/program-resources</a>
Change Healthcare/WebConnect	<b>1-877-667-1512, option 2</b>	<a href="https://office.emdeon.com/vendorfiles/amerihealth.html">https://office.emdeon.com/vendorfiles/amerihealth.html</a>
ConnectCenter/Change Healthcare customer support	<b>1-800-527-8133, option 2</b>	
Critical incident questions		<a href="mailto:chccriticalincident@amerihealthcaritas.com">chccriticalincident@amerihealthcaritas.com</a>
Department of Human Services (DHS) Community HealthChoices	<b>1-800-932-0939</b>	<a href="http://www.healthchoices.pa.gov/info/about/community">www.healthchoices.pa.gov/info/about/community</a>
ECHO EFT/ERA enrollment	<b>1-888-834-3511</b>	
Enterprise Incident Management	<b>1-866-444-1264 (help desk)</b>	<a href="https://www.hhsapps.state.pa.us/eim/">https://www.hhsapps.state.pa.us/eim/</a>
Fraud, waste, and abuse reporting	<b>1-866-833-9718</b>	Email: <a href="mailto:fraudtip@amerihealthcaritaschc.com">fraudtip@amerihealthcaritaschc.com</a> U.S. mail: Special Investigations Unit AmeriHealth Caritas PA CHC 200 Stevens Drive, Philadelphia, PA 19113
HHAeXchange (HHA) support	<b>1-718-407-4633</b>	<a href="mailto:support@hhaexchange.com">support@hhaexchange.com</a>
Medical Assistance Transportation Program (MATP)		<a href="http://matp.pa.gov">http://matp.pa.gov</a>
PA Department of Aging	<b>1-717-783-1550</b>	<a href="http://www.aging.pa.gov">www.aging.pa.gov</a>
PA Tobacco Cessation	<b>1-800-784-8669</b>	<a href="http://www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx">www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx</a>