

AmeriHealth Caritas Delaware

Provider Reference Guide

www.amerhealthcaritasde.com

Provider Services

1-855-707-5818
Fax: 1-855-396-5790

For assistance with:

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

Delaware Medicaid Enterprise System (DMES)

<https://medicaid.dhss.delaware.gov/provider>

AmeriHealth Caritas Delaware Member Services

- Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP)1-844-211-0966 (TTY 1-855-349-6281)
- DSHP-Plus and DSHP-Plus LTSS1-855-777-6617 (TTY 1-855-362-5769)
- Member Services fax1-855-396-5780
 Member Services is available 24 hours a day, seven days a week.

NaviNet

1-888-482-8057
navinet.navimedix.com

Bright Start® (maternity services)

1-833-669-7672
Fax: 1-855-558-0488

Admission notification of obstetric deliveries and neonatal intensive care.

Rapid Response and Outreach Team

1-844-623-7090
Fax: 1-855-806-6242

Call Monday – Friday, 8 a.m. to 6 p.m., for support with care coordination and member access to services, including HealthCheck; Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services; and Individuals with Disabilities Education Act (IDEA) services.

www.amerhealthcaritasde.com/provider

Credentialing

1-866-423-1444
Fax: 1-215-863-6369

Email.....delawareprovidernetwork@amerhealthcaritas.com

Vision (AmeriHealth Caritas Delaware)

1-855-707-5818

Long-Term Services and Supports (LTSS) Personal Care Connector Team

1-855-260-9544

24/7 Nurse Call Line for members

1-844-897-5021

Peer-to-peer

1-855-396-5770

Pharmacy services (PerformRx)

PerformRx Pharmacy Member Services

- DSHP and Delaware Healthy Children Program (DHCP).....1-877-759-6257 (TTY 1-885-809-9206 or 711)
- DSHP-Plus and DSHP-Plus LTSS1-855-294-7048 (TTY 1-885-809-9206 or 711)

PerformRx Pharmacy Provider Services

Hours of operation: 8 a.m. to 7 p.m.

- DSHP and DHCP.....1-855-251-0966
- DSHP-Plus and DSHP-Plus LTSS.....1-888-987-6396

Pharmacy fax1-855-829-2872

Formulary and formswww.amerhealthcaritasde.com

Non-emergency medical transportation

Covered by Delaware Health and Social Services.

Fraud and abuse hotline

1-866-833-9718

Emergency room (ER) policy

AmeriHealth Caritas Delaware does not require prior authorization for emergency services provided by network or non-network providers when a member seeks emergency care.

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Timely claims filing

In network:

- Original submission: no more than 120 days from the date of service.
- Rejected claims: no more than 120 days from the date of service.
- Denied claims: 365 days from the date of service.
- Third-party liability (TPL) claims: 120 days from the date of the primary insurer's explanation of benefits (EOB).

Out of network:

- Within 120 days of the date of service.

Electronic remittance advice (ERA)

AmeriHealth Caritas Delaware offers ERAs (also referred to as 835 files) through Change Healthcare/ECHO Health.

To receive ERAs from Change Healthcare and ECHO, you will need to include both the AmeriHealth Caritas Delaware payer ID **77799** and the ECHO payer ID **58379** in your practice management system.

For enrollment support, please contact ECHO Health Inc. at 1-888-834-3511.

Arranging electronic services (EDI, EFT, VCC, and ERA)

Contact your practice management or EDI vendor to arrange for electronic claims or remittance transmissions. Or contact Change Healthcare/ECHO Health at 1-877-667-1512 or visit www.changehealthcare.com to arrange:

- Electronic data interchange (EDI) claims submission.
- Electronic funds transfer (EFT).
- Virtual Credit Card (VCC).
- Electronic remittance advice (ERA).

For additional support regarding EDI, VCC, EFT, or ERAs, please reference our website at www.amerhealthcaritasde.com/provider/claims-billing/electronic.aspx or call the Echo Health Support team at 1-888-492-5579.

Claims inquiry

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

- Electronic data interchange (EDI) claims submission.
- Visiting the NaviNet provider website, our secure provider portal. Log on to www.navinet.navimedix.com for web-based solutions for electronic transactions and information.
- You may open a claims investigation via NaviNet with the claims adjustment inquiry function.
- Calling Provider Services at 1-855-707-5818 and following the prompts.
- Calling your Account Executive for assistance.

Claims submission

AmeriHealth Caritas Delaware electronic payer ID number: 77799

AmeriHealth Caritas Delaware
Attn: Claims Processing Department
P.O. Box 80100
London, KY 40742-0100

For detailed information, see the AmeriHealth Caritas Delaware Claims Filing Instructions.

LTSS prior authorization

1-855-260-9544
Fax: 1-855-843-1177

Behavioral health prior authorization

1-855-301-5512
Fax: 1-877-234-4273

Physical health utilization management

1-855-396-5770
Fax: 1-866-423-0946

Fax numbers:

- Prior authorization.....1-866-497-1384
- Admission notification.....1-866-773-7892
- Discharge planning (or concurrent review).....1-866-773-7892

Provider complaints and appeals

For provider administrative (or medical) appeals:
Call the Peer-to-Peer line by following the prompts at 1-855-396-5770.

Or submit an appeal in writing to:
AmeriHealth Caritas Delaware
Attn: Provider Administrative/Medical Appeals Department
P.O. Box 80105
London, KY 40742-0105

For provider appeals (on behalf of a member and with written consent):
Call 1-855-396-5770 and follow the prompts.

For provider complaints:
Call Provider Services at 1-855-707-5818.

Or submit a complaint in writing to:
AmeriHealth Caritas Delaware
P.O. Box 80101
London, KY 40742-0101

Complaints about a claim must be submitted in writing, accompanied by the Provider Complaint form, within 365 days of the date of service.

Other important contact information

Delaware Department of Health and Social Services (DHSS)
1901 North DuPont Highway
New Castle, DE 19720

Provider Services.....1-800-999-3371, option 0, and then option 2
Monday – Friday, 8 a.m. – 4:30 p.m. ET
Email.....delawarepret@dcx.com

Report child abuse to Delaware Department of Services for Children, Youth, and Their Families.....1-800-292-9582

Report dependent-adult abuse to Delaware Aging and Disability Resource Center.....1-800-223-9074



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