

# AmeriHealth Caritas Next Florida

## Provider Reference Guide

[www.amerhealthcaritasnext.com/fl](http://www.amerhealthcaritasnext.com/fl)

### Provider Services

**1-833-983-3577**  
**Fax: 1-833-329-3577**

Here is a partial list of the types of assistance you can expect from Provider Services:

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

### AmeriHealth Caritas Next Member Services

- Member Services..... **1-833-999-3567 (TTY 711)**
- Member Services fax ..... **1-833-329-3567**

Member Services is available Monday through Friday, 8 a.m. – 6 p.m.

### Interpreter Services

**1-833-999-3567**

### Florida Behavioral Health Crisis Line

- Members experiencing a mental health crisis can call **1-866-903-3787** or text **988**.
- National Suicide and Crisis Lifeline..... **988**

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

#### PerformRx Pharmacy Member Services

- PerformRx Member Services..... **1-833-981-7967**

#### PerformRx Pharmacy Provider Services

Hours of operation: 8 a.m. to 6 p.m.

After hours, Saturdays, Sundays, and holidays, please call the 24/7 Pharmacy Member Services number at **1-833-981-7967**.

- PerformRx Provider Services..... **1-833-982-7977**
- Pharmacy prior authorization fax..... **1-844-470-2507**
- Formulary and forms..... [www.amerhealthcaritasnext.com/fl](http://www.amerhealthcaritasnext.com/fl)

### Bright Start<sup>®</sup> (maternity services)

**1-833-435-7708**  
**Fax: 1-833-770-8329**

- Admission notification of obstetric deliveries and neonatal intensive care
- Referrals

### Rapid Response and Outreach Team

**1-833-435-7708**  
**Fax: 1-833-770-8329**

Call Monday through Friday, 8 a.m. to 5 p.m., for support with care coordination and member access to services, including care management and the “Let Us Know” program.

Mail Health Risk Assessment forms to:

**AmeriHealth Caritas Next**  
**Rapid Response and Outreach Team**

P.O. Box 7418

London, KY 40742-7418

[www.amerhealthcaritasnext.com/fl](http://www.amerhealthcaritasnext.com/fl)

### Fraud, Waste, and Abuse Hotline

**1-866-833-9718**

### Emergency prior authorization

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

### Physical health utilization management

**1-833-435-8600**  
**Fax: 1-833-435-3290**

- Prior authorization
- Discharge planning

### Behavioral health prior authorization

**1-833-435-8600**  
**Fax: 1-833-329-3529**

### Evolut prior authorization

**1-800-327-1187 or**  
**[www.radmd.com](http://www.radmd.com)**

### Concurrent review

**1-833-435-8600**  
**Fax: 1-833-435-3291**

### Peer-to-peer

**1-833-727-0990**



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<b>Credentialing</b>	<b>1-833-983-3577</b>
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## Arranging electronic claim submission and payment options

**Electronic claims submission:** For those interested in electronic claim filing, contact your EDI software vendor or one of the clearinghouses:

- **Optum/Change Healthcare's Provider Support Line**, available via online chat or by calling **1-800-527-8133, option 2**, Monday through Friday, 7 a.m. to 5:30 p.m. CT.
- **Availity Client Services** at **1-800-AVAILITY (282-4548)**. Assistance is available Monday through Friday, 8 a.m. to 8 p.m. ET.

### Electronic payment options

Change Healthcare partners with **ECHO Health Inc.** to offer electronic payment options. To sign up for electronic funds transfer, virtual credit card, or MedPay, contact **ECHO** at **1-888-492-5579, option 2**.

- Electronic claims submission (EDI)
- Electronic funds transfer (EFT)
- Electronic remittance advice (ERA)

<b>EDI Technical Support</b>	<b>1-833-983-3577</b>
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## Timely claims filing

### In-network:

- Original submission: no more than 180 days from date of service
- Rejected claims: no more than 180 days from date of service
- Denied claims: 365 days from date of service
- Corrected claims: must be submitted within 365 days of the original date of service

### Out-of-network:

- No more than 180 days from the date of service.

## Claims submission

AmeriHealth Caritas Next electronic payer ID number: **45408**

### AmeriHealth Caritas Next

**Attn: Provider Claims Processing**

P.O. Box 7344

London, KY 40742-7344

For detailed information, reference the AmeriHealth Caritas Next Claims Filing Instructions found at [www.amerihealthcaritasnext.com/fl](http://www.amerihealthcaritasnext.com/fl).

## Provider appeals (on behalf of a member)

Submit the appeal on behalf of a member.

Mail to:

**AmeriHealth Caritas Next**

**Attn: Provider Appeal (on behalf of a member)**

P.O. Box 7101

London, KY 40742-7101

Fax: **1-833-983-3529**

## Provider complaints and appeals

Providers are encouraged to settle complaints by phone or in person with their dedicated Account Executive, or by calling Provider Services at **1-833-983-3577**.

Submit complaints or appeals by mail to:

**AmeriHealth Caritas Next**

**Attn: Provider Complaints and Appeals**

P.O. Box 7351

London, KY 40742-7351

## Claims inquiry

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

- Electronic claims submission (EDI)
- Visiting the NaviNet provider website, our secure provider portal
- Logging on to <https://www.navinet.net> 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 **1-833-983-3577** and following the prompts
- Calling your account executive for assistance

<b>NaviNet</b>	<b>1-888-482-8057</b> <b><a href="https://www.navinet.net">https://www.navinet.net</a></b>
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Log on to <https://www.navinet.net> for web-based solutions for electronic transactions and information.

## Other important contact information

- Florida Office of Insurance Regulation.....**1-850-413-314** (toll-free)  
<https://www.flor.com/>
- **Florida Office of Insurance Regulation**  
200 East Gaines Street  
Tallahassee, FL 32399



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