

To: AmeriHealth Caritas DC Providers

Date: November 25, 2025

Subject: Decommissioning of Fax Number (202) 408-1277 Effective December 1, 2025

Dear Provider,

Effective **December 1, 2025**, AmeriHealth Caritas District of Columbia (DC) will decommission the fax number **(202) 408-1277**. Please update your records accordingly and use the following contacts for provider support:

## **Provider Support Contacts**

- Claims or Eligibility Assistance: Provider Services at 202-408-2237
- Authorizations: Utilization Management at 202-408-4823
- Credentialing Inquiries or Applications:
  - o credentialingdc@amerihealthcaritasdc.com
  - o DCprovidernetwork@amerihealthcaritasdc.com

## **Mailing Addresses**

• Claims Disputes:

AmeriHealth Caritas District of Columbia Attn: Claim Disputes P.O. Box 7358 London, KY 40742

## Provider Appeals:

AmeriHealth Caritas District of Columbia Attn: Provider Appeals Department P.O. Box 7359 London, KY 40742

## **Additional Support**

- NaviNet® is available with many features to assist with your administrative needs.
- For escalated matters, you may also contact your Provider Account Executive directly.

Thank you for your attention to this update and for your continued partnership in serving our enrollees.

Sincerely,

AmeriHealth Caritas DC