



AmeriHealth Caritas™
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: February 10, 2021

Subject: Provider Manual Updates

A new version of the Provider Manual is available at www.amerihealthcaritasdc.com. It includes the following updates.

- **Program Integrity:** *Claims requiring itemized bills or medical records will be denied or recouped if the supporting documentation is not received within the requested timeframe.* Please review the revised Program Integrity section on page 35 of the Provider Manual.
- **Standard appeal process:** *AmeriHealth Caritas DC will mail a notice of resolution to the enrollee no more than 30 calendar days after receiving the appeal.* This update may be reviewed on page 80 of the Provider Manual.
- **Claim filing deadlines:** *Where an initial claim is submitted within the timely filing period but is denied and resubmitted subsequent to the end of the timely filing period, the resubmitted claim shall be considered timely filed provided it is received within 365 days of the denial of the initial claim.* This update may be reviewed on page 103 of the Provider Manual.

If you have any questions about this communication, please contact your Provider Account Executive or call the Provider Services department at 202-408-2237.