

Provider Network Account Executive: \_\_\_\_\_ Fax number: \_\_\_\_\_

Phone number: \_\_\_\_\_ AmeriHealth Caritas District of Columbia (DC) provider ID number: \_\_\_\_\_

[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)

**Provider Services** 202-408-2237 or 1-888-656-2383  
Fax: 202-408-1277

- For assistance with:**
- Eligibility checking
  - Claims status inquiry
  - Electronic data exchange (EDI) technical support
  - Reporting demographic data changes
  - Filing an informal complaint

**NaviNet®** 1-888-482-8057  
[navinet.navimedix.com](http://navinet.navimedix.com)

- Enrollee Services**
- Enrollee Services — Medicaid .....202-408-4720
  - Enrollee Services — Alliance .....202-842-2810
  - TTY/TDD .....1-800-570-1190
- Enrollee Services is available 24 hours a day, 7 days a week.

**Interpretation services for enrollees**

AmeriHealth Caritas DC will provide enrollees oral interpretation services if they need them, including at the hospital. For Medicaid enrollees, please call Enrollee Services at 202-408-4720 or toll free at 1-800-408-7511 to get interpretation services. For Alliance enrollees, please call Enrollee Services at 202-842-2810 or toll free at 1-866-842-2810 to get interpretation services. Enrollees should call us before their provider appointments if they need interpretation services. Interpreter services are usually provided over the telephone. If an enrollee needs an interpreter to be with him or her at his or her provider appointment, he or she must let us know two business days before the appointment.

**Translation services for enrollees**

If enrollees get information from AmeriHealth Caritas DC and need it translated into another language, they can call Enrollee Services toll free:

- Enrollee Services — Medicaid .....1-800-408-7511
- Enrollee Services — Alliance .....1-866-842-2810

**Behavioral Health Provider Services (PerformCare®)** 1-866-506-6590

- D.C. Department of Mental Health Crisis Line .....1-888-793-4357

The Mental Health Crisis Line is available 24 hours, 7 days a week.

**Bright Start® (maternity services)** 1-877-759-6883  
Fax: 1-888-603-5526

**Care coordination or Rapid Response and Outreach Team** 1-877-759-6224  
Fax: 1-888-607-6405

Care coordination is available from 8 a.m. to 5:30 p.m., Monday – Friday, for support with care coordination and enrollee access to services, including HealthCheck/Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services and IDEA services.

**Enrollee Intervention Request Form available at**  
[www.amerihealthcaritasdc.com/provider](http://www.amerihealthcaritasdc.com/provider)

**Credentialing** 1-877-759-6186  
Fax: 215-863-6369

- Dental and vision** 1-800-341-8478
- Enrollee Services — Medicaid .....202-408-4720
  - Enrollee Services — Alliance .....202-842-2810
  - Dental Provider Services .....1-855-609-5170  
or [providerportal@sciondental.com](mailto:providerportal@sciondental.com)
  - Vision Provider Services ..... 1-855-704-0437

**Emergency room (ER) policy**

AmeriHealth Caritas DC does not require prior authorization for emergency services provided by in-network or out-of-network providers when a Medicaid enrollee seeks emergency care. District hospitals providing Medicaid-reimbursable emergency medical services to Alliance beneficiaries must submit those claims directly to the Department of Health Care Finance for reimbursement based on the primary diagnosis. You can find the list of these diagnosis codes on the D.C. Medicaid web portal, at [www.dc-medicaid.com](http://www.dc-medicaid.com).

**Fraud and Abuse Hotline** 1-866-833-9718

**24/7 Nurse Call Line** 1-877-759-6279

**Utilization management peer to peer** 1-877-759-6274

**Behavioral health peer to peer** 1-877-464-2911

- Pharmacy Services (PerformRx<sup>SM</sup>)**
- Pharmacy enrollee services — Medicaid .....1-888-452-3647
  - Pharmacy enrollee services — Alliance .....1-888-987-5806
  - Pharmacy TTY/TDD .....1-888-989-0073
  - Pharmacy provider services — Medicaid .....1-888-602-3741
  - Pharmacy provider services — Alliance .....1-888-987-5821
  - Formulary and forms .....[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)

**Lab services (LabCorp)** 1-888-LABCORP



**Transportation**

- Reservation and ride status .....1-800-315-3485

**Claims submission**

**AmeriHealth Caritas DC electronic payer ID number: 77002**

AmeriHealth Caritas District of Columbia — Medicaid  
 Attn: Claims Processing Department  
 P.O. Box 7342  
 London, KY 40742

AmeriHealth Caritas District of Columbia — Alliance  
 Attn: Claims Processing Department  
 P.O. Box 7354  
 London, KY 40742

**Remember to:**

- Mark claims “resubmitted” or “corrected” as appropriate
- Match the dates and dollars on claims submitted with explanation of benefits (EOB) from another payer

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

Contact your practice management or EDI vendor to arrange for electronic claims or remittance transmissions, or contact Change Healthcare at the information below to arrange:

- Electronic claims submission (EDI) .....1-866-924-4634
- Electronic funds transfer (EFT) .....1-866-506-2830
- Electronic remittance advice (ERA) .....1-877-469-3263
- EDI Technical Support Unit .....1-888-656-2383

<b>Utilization management</b>	<b>202-408-4823 or 1-800-408-7510</b>
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**Fax numbers:**

- Prior authorization .....202-408-1031 or 1-877-759-6216
- Admission notification and concurrent review (excludes OB deliveries) ..... 1-855-327-5440
- Admission notification (OB deliveries) and ONAF forms .....1-888-603-5526
- Discharge notification and discharge planning (includes discharge summary or instructions) ..... 1-855-355-0700

**Referrals to specialists**

As of January 1, 2017, notification to AmeriHealth Caritas DC is not required when a primary care provider (PCP) refers an enrollee to a participating specialist. Claims payment will no longer be tied to the presence of a referral; however, when submitting a claim for payment, the referring provider’s information must be included in the appropriate boxes of the CMS 1500 form as required by CMS.

Although specialty physician services will not require a referral form, AmeriHealth Caritas DC expects that primary care and specialty care providers will continue to follow and engage in a coordination of care process, in accordance with applicable laws and standards of care, which includes communication and sharing of information regarding findings and proposed treatments.

<b>Provider appeals</b>	<b>1-877-759-6254</b>
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Written request for the reversal of a medical denial:  
 AmeriHealth Caritas District of Columbia  
 Attn: Provider Appeals Department  
 P.O. Box 7359  
 London, KY 40742

**Claim disputes**

Claim disputes must be submitted in writing within 60 days from the date of the denial or payment to:

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

**Other important contact information**

- D.C. Department of Health Care Finance .....www.dhcf.dc.gov
- HealthCheck/EPSTDT .....www.dchealthcheck.net
- D.C. Department of Mental Health .....www.dmh.dc.gov
- Addiction, Prevention, and Recovery Administration (APRA) .....www.doh.dc.gov/apra

**Other direct access services (no referral required)**

- Emergencies
- Immunizations
- Prenatal obstetrician (OB) visits
- Routine obstetrician (OB)/gynecologist (GYN) visits and women’s preventive health care services
- Routine family-planning services
- Services for sexually transmitted diseases (STDs)
- Routine dental services

**Additionally, AmeriHealth Caritas DC Medicaid enrollees have direct access to:**

- Routine vision services
- Initial 10 sessions of outpatient behavioral health counseling and therapy (individual, family, and group)

**Chiropractic benefits**

- Enrollees can self-refer to a chiropractic practitioner
- An initial evaluation is payable without a prior authorization
  - CPT code 99201 – 99205
- The first spinal manipulation is payable without an authorization
  - CPT code 98940 – 98943
- All subsequent evaluation and management services and/or manipulations require prior authorization
- AmeriHealth Caritas DC does not cover physical therapy or X-rays
- Prior authorization for **all** chiropractic services is required for enrollees younger than 21



**Services requiring prior authorization**

The following services require prior authorization review for medical necessity and place of service:

- Elective or non-emergent air ambulance transportation
- All out-of-network services, except emergency services for AmeriHealth Caritas DC Medicaid enrollees  
**Note:** All out-of-network services are excluded from coverage for AmeriHealth Caritas DC Alliance enrollees
- Inpatient services
- All inpatient hospital admissions, including medical, surgical, and rehabilitation
- Obstetrical admissions and newborn delivery care that exceeds 48 hours after vaginal delivery and 96 hours after cesarean section. Delivery admissions are excluded from coverage for AmeriHealth Caritas DC Alliance enrollees.
- Elective transfers for inpatient and/or outpatient services between acute care facilities
- Inpatient rehabilitation facility (LTAC, acute, SNF-subacute)
- Home-based services:
  - Home health care (skilled nurse) after six visits
  - Home health aide from start of service
  - Personal care services provided by qualified individuals (not family members) in the home when deemed medically necessary
  - Private-duty nursing services
  - Enteral feedings, including related durable medical equipment (DME)
- Therapy and related outpatient services:
  - Speech therapy, occupational therapy, and physical therapy, after 12 visits for each modality
  - Cardiac and pulmonary rehabilitation, from first visit
- Transplant surgery — organ, stem cell, and tissue — must be approved by D.C. Medicaid fee-for-service (FFS). Transplants are excluded from coverage for AmeriHealth Caritas DC Alliance enrollees.
- All DME rentals in excess of \$750/month
- DME purchases for billed charges \$750 and over, including prosthetics and orthotics
- Repairs for purchased DME items and equipment
- Hearing services and devices that exceed \$750 purchase price, including hearing aids, FM systems, and cochlear implants and devices. Hearing services and devices are excluded from coverage for AmeriHealth Caritas DC Alliance enrollees ages 21 years and older.

- Diapers and pull-up diapers for ages 3 years and older:
  - 200 or more per month, for either or both
  - Brand-specific diapers
- Hyperbaric oxygen
- Gastric restrictive procedures or surgeries
- 17-P and Makena® infusion for pregnancy-related complications
- Gastroenterology services (codes 91110 and 91111 only)
- Surgical services that may be considered cosmetic, such as:
  - Blepharoplasty
  - Mastectomy for gynecomastia
  - Mastopexy
  - Maxillofacial surgery
  - Panniculectomy
  - Penile prosthesis
  - Plastic surgery or cosmetic dermatology
  - Reduction mammoplasty
  - Septoplasty
- Inpatient hysterectomy
- Elective terminations of pregnancy
- Pain management — external infusion pumps, spinal cord neurostimulators, implantable infusion pumps, radiofrequency ablation, and nerve blocks
- Select radiological exams as outlined below. This excludes radiological studies that occur during inpatient, emergency room, and/or observation stays.
  - Positron emission tomography (PET) scans
  - Magnetic resonance imaging (MRI) and magnetic resonance angiography (MRA)
  - Nuclear cardiology diagnostic testing
  - Computed axial tomography (CT/CAT) scans and CT angiography
- All miscellaneous unspecified codes
- All services that may be considered experimental or investigational
- All services not listed on the D.C. Medicaid fee schedule
- Behavioral health care:
  - Mental Health Partial Hospitalization Program
  - Inpatient detoxification admissions
  - Mental health inpatient admissions
  - Neuropsychological testing
  - Psychological testing
  - Developmental testing
  - Behavioral health day treatment
  - Residential treatment
  - Electroconvulsive therapy

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