



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas District of Columbia Providers

Date: January 5, 2022

Subject: **Important Reminder: Enrollee Balance Billing**

This is a reminder that AmeriHealth Caritas District of Columbia (DC) enrollees should not be balanced billed from any participating provider. AmeriHealth Caritas DC continues to receive numerous complaints from our enrollees who have been inappropriately balanced billed for services rendered by a participating provider. Please reference the below language from the AmeriHealth Caritas DC Provider Manual - Section IX: Claims Submission Protocols and Standards:

Balance Billing Enrollees

Under the requirements of the Social Security Act, all payments from AmeriHealth Caritas DC to participating Plan providers must be accepted as payment in full for services rendered. Enrollees may not be balanced billed for medically necessary covered services under any circumstances. All providers are encouraged to use the claims dispute processes to resolve any outstanding claims payment issues.

You can access the complete AmeriHealth Caritas DC Provider Manual at www.amerhealthcaritasdc.com.

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