

AmeriHealth Caritas Delaware Provider Reference Guide

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| www.amerhealthcaritasde.com | |
| Provider Services | |
| 1-855-707-5818 Fax: 1-855-396-5790 | |
| For assistance with: <ul style="list-style-type: none"> • Eligibility checking. • Claims status inquiry. • Electronic data exchange (EDI) technical support. • Reporting demographic data changes. • Filing an informal complaint. | |
| Delaware Medicaid Enterprise System (DMES) | |
| https://medicaid.dhss.delaware.gov/provider | |
| AmeriHealth Caritas Delaware Member Services | |
| <ul style="list-style-type: none"> • Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP)1-844-211-0966 (TTY 1-855-349-6281) • DSHP-Plus and DSHP-Plus LTSS1-855-777-6617 (TTY 1-855-362-5769) <p>Member Services fax1-855-396-5780 Member Services is available 24 hours a day, seven days a week.</p> | |
| NaviNet | 1-888-482-8057 navinet.navimedix.com |
| Bright Start® (maternity services) | 1-833-669-7672 Fax: 1-855-558-0488 |
| Admission notification of obstetric deliveries and neonatal intensive care. | |

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| Long-Term Services and Supports (LTSS) Personal Care Connector Team | 1-855-260-9544 |
| 24/7 Nurse Call Line for members | 1-844-897-5021 |
| Peer-to-peer | 1-855-396-5770 |
| Pharmacy services (PerformRx) | |
| PerformRx Pharmacy Member Services <ul style="list-style-type: none"> • DSHP and Delaware Healthy Children Program (DHCP).....1-877-759-6257 (TTY 1-885-809-9206 or 711) • DSHP-Plus and DSHP-Plus LTSS1-855-294-7048 (TTY 1-885-809-9206 or 711) PerformRx Pharmacy Provider Services Hours of operation: 8 a.m to 7 p.m. <ul style="list-style-type: none"> • DSHP and DHCP.....1-855-251-0966 • DSHP-Plus and DSHP-Plus LTSS.....1-888-987-6396 Pharmacy fax1-855-829-2872 Formulary and formswww.amerhealthcaritasde.com | |
| Non-emergency medical transportation | |
| Covered by Delaware Health and Social Services. | |
| Timely claims filing | |
| In network: <ul style="list-style-type: none"> • Original submission: no more than 120 days from date of service. • Rejected claims: no more than 120 days from date of service. • Denied claims: 365 days from date of service. • Third-party liability (TPL) claims: 120 days from the date of the primary insurer's explanation of benefits (EOB). Out of network: <ul style="list-style-type: none"> • Within 12 months of the date of service. | |
| Fraud and abuse hotline | 1-866-833-9718 |

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| Rapid Response and Outreach Team | 1-844-623-7090 Fax: 1-855-806-6242 |
| <p>Call Monday – Friday, 8 a.m. to 6 p.m., for support with care coordination and member access to services, including HealthCheck; Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services; and Individuals with Disabilities Education Act (IDEA) services.</p> <p>www.amerhealthcaritasde.com/provider</p> | |

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| Credentialing | 1-866-423-1444 Fax: 1-215-863-6369 |
| <p>Email.....credentialingde@amerhealthcaritas.com</p> | |

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| Vision (Avesis) | 1-833-241-4243 |
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| Emergency room (ER) policy |
| <p>AmeriHealth Caritas Delaware does not require prior authorization for emergency services provided by network or non-network providers when a member seeks emergency care.</p> |

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| Arranging electronic services (EDI, EFT, and ERA) |
| <p>Contact your practice management or EDI vendor to arrange for electronic claims or remittance transmissions. Or contact Change Healthcare (formerly Emdeon) at 1-877-363-3666 or visit www.changehealthcare.com to arrange:</p> <ul style="list-style-type: none"> • Electronic claims submission (EDI). • Electronic funds transfer (EFT). • Electronic remittance advice (ERA). |

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| Physical health utilization management | 1-855-396-5770 Fax: 1-866-423-0946 |
| <p>Fax numbers:</p> <ul style="list-style-type: none"> • Prior authorization.....1-866-497-1384 • Admission notification.....1-866-773-7892 • Discharge planning (or concurrent review).....1-866-773-7892 | |

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| Behavioral health prior authorization | 1-855-301-5512 Fax: 1-877-234-4273 |
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| LTSS prior authorization | 1-855-260-9544 Fax: 1-855-843-1177 |
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| Claims submission |
| <p>AmeriHealth Caritas Delaware electronic payer ID number: 77799</p> <p>AmeriHealth Caritas Delaware Attn: Claims Processing Department P.O. Box 80100 London, KY 40742-0100</p> <p>For detailed information, see the AmeriHealth Caritas Delaware Claims Filing Instructions.</p> |

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| Provider complaints and appeals |
| <p>For provider administrative (or medical) appeals: Call the Peer-to-Peer line by following the prompts at 1-855-396-5770.</p> <p>Or submit a appeals in writing to: AmeriHealth Caritas Delaware Attn: Provider Administrative/Medical Appeals Department P.O. Box 80105 London, KY 40742-0105</p> |
| <p>For provider appeals (on behalf of a member and with written consent): Call 1-855-396-5770 and follow the prompts.</p> |
| <p>For provider complaints: Call Provider Services at 1-855-707-5818.</p> <p>Or submit a complaint in writing to: AmeriHealth Caritas Delaware P.O. Box 80101 London, KY 40742-0101</p> <p>Complaints about a claim must be submitted in writing, accompanied by the Provider Complaint form, within 365 days of the date of service.</p> |

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| Claims inquiry |
| <p>If a provider has concerns regarding any claim issue, claims status information is available by:</p> <ul style="list-style-type: none"> • Electronic claims submission (EDI). • Visiting the NaviNet provider website, our secure provider portal. Log on to www.navinet.navimedix.com for web-based solutions for electronic transactions and information. • You may open a claims investigation via NaviNet with the claims adjustment inquiry function. • Calling Provider Services at 1-855-707-5818 and following the prompts. • Calling your Account Executive for assistance. |

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| Other important contact information |
| <p>Delaware Department of Health and Social Services (DHSS) 1901 North DuPont Highway New Castle, DE 19720</p> <p>Provider Services.....1-800-999-3371, option 0, and then option 2 Monday – Friday, 8 a.m. – 4:30 p.m. ET Email.....delawarepret@dx.com</p> <p>Report child abuse to Delaware Department of Services for Children, Youth, and Their Families.....1-800-292-9582</p> <p>Report dependent-adult abuse to Delaware Aging and Disability Resource Center.....1-800-223-9074</p> |

