

Provider Reference Guide

Your Provider Contracting Rep: _____

Phone Number: _____

Fax Number: 717-651-1673

Provider Services 1-800-521-6007

24 hours a day, 7 days a week

Member Services 1-888-991-7200

24 hours a day, 7 days a week

NAVINET | www.connect.navinet.net 1-888-482-8057

Find information on member eligibility, claims status inquiry, and electronic copies of your remittance advices and referrals.

Referrals (Not a Complete List) 1-800-521-6007

Services requiring referrals:

- All Specialist Care Office Visits
- Non Diagnostic Treatment/Procedures

Self-Referral Services **include:**

- Optometrist/Opticians
- Family Planning
- OB Visits
- GYN Visits
- Medicare covered services for members with Medicare A/B
- Chiropractic initial visit
- Diagnostic Tests/Procedures

1. Each referral is valid for 180 days starting from issue date.
2. Each referral is valid for unlimited visits, unless otherwise specified.
3. Specialists should contact Provider Services to extend referral past 180 days and for additional services. No call to the PCP is necessary.
4. Referrals to Non-Participating providers always require prior authorization.

Dental Services 1-800-341-8478

Administered by DentaQuest

Vision Services 1-800-773-2847

Administered by Davis Vision.....1-800-328-4728

Laboratory Services 1-800-521-6007

Some members have been assigned to Quest Diagnostics. If no lab is designated on member's ID card, any other participating laboratory may be utilized.

Family Planning Services 1-800-541-4560

Members self-refer to AmeriHealth First

Family Planning.....Fax 215-241-9945

CONNECT Hotline 1-800-692-7288

For family inquiries on Pennsylvania's Early Intervention System

Medical Assistance Transportation Program (MATP) 1-800-521-6007

For Medical Assistance recipients transportation inquiries regarding arranging transportation. *This program is not for emergencies.*

All Prior Authorization phone/fax numbers, by department, are available on the reverse of this page

Services requiring prior authorization **include:**

- Elective hospital admissions
- Elective Air Ambulance Transportation
- Elective transfers for inpatient and /or outpatient services between acute care facilities
- Ambulance Transportation to and from Prescribed Pediatric Extended Care Center PPECC/Medical Daycare
- Transplant evaluations/consultations
- All DME/Prosthetics & Orthotics over \$500
- DME under \$500 not on MA Fee Schedule
- All brand name Diapers or Pullups® and any quantities in excess of 200 items/month
- Enteral formula: age 21 & older - regardless of cost, under age 21 - in excess of \$200/month
- Physical, Speech, Occupational Therapy exceeding 24 visits in a calendar year
- Experimental and Investigational services or procedures
- Home Health, Home Infusion and Hospice Care
- Skilled Nursing Facility
- Specialists serving as PCP
- Chiropractic Treatment - following initial visit
- All non-emergent plastic or cosmetic procedures (except those immediately following traumatic injury) for example:
 - Blepharoplasty
 - Reduction Mammoplasty
 - Rhinoplasty
- Cardiac or Pulmonary Rehabilitation
- Any services/products not listed or in exceeding limits on the MA fee schedule
- Any service performed by a non-participating provider
- The following Diagnostic Tests/Procedures conducted in a Short Procedure Unit or Ambulatory Surgical Center:
 - Gastroplasty
 - Ligation and Stripping of Veins
 - Steroid injections or blocks for pain management
- Emergent Admissions **require notification within 48 hours or first business day** after the day services were rendered (by fax or phone).

Outpatient Radiology Services requiring prior authorization by NIA1-800-642-2602

- Outpatient PET Scans
- Nuclear Cardiology
- MRI
- CT Scans
- MRA

PA Tobacco Cessation Information 1-800-QUIT-NOW


ER Policy 1-800-521-6007

- Prior Authorization is not required for emergency room visits.
- Participating Providers are not required to obtain prior authorization for emergent short procedure unit (SPU) or emergent 23 hour Observation stays.

Pharmacy Services 1-866-610-2774

Prior authorization is required for all prescriptions on multi-source branded products, Injectables and non-formulary medications.

- For pharmacy authorization..... Fax 1-888-981-5202
- Injectable questions and supplies 1-877-693-8275
- Claims questions (ARGUS) 1-800-522-7487

All Claims <i>Please indicate "Resubmitted" or "Corrected Claim" on the Claim Form</i>	AmeriHealth Mercy Health Plan Claims Processing Department P.O. Box 7118 London, KY 40742	Electronic billing questions: 1-877-234-4272 PA Enrollment Services: 1-800-440-3989 Peer to Peer Hotline: 1-877-693-8271
Family Planning Claims	AmeriHealth First Family Planning P.O. Box 8369 Philadelphia, PA 19101-8369	
Provider Disputes (Informal) <i>Dissatisfaction NOT concerning Medical Necessity</i>	AmeriHealth Mercy Health Plan Provider Disputes 2404 Park Drive Harrisburg, PA 17110	
Provider Appeals (Formal) <i>Written request for the reversal of a medical denial</i>	AmeriHealth Mercy Health Plan Provider Appeals P.O. Box 7307 London, KY 40742	 Please indicate "Provider Appeals" on the envelope.

Timely Filing Limits (When submitting an EOB with a claim, the Dates and the Dollars must all match to avoid a rejection of the claim.)

Initial claims.....	180 days
Resubmissions/Corrections.....	365 days
COB submissions after primary insurer finalization	60 days

Drug & Alcohol/Mental Health Services 1-800-521-6007

All counties now use the same phone number to access both services.

Adams	1-866-738-9849
Berks	1-866-292-7886
Carbon, Monroe, Pike	1-866-473-5862
Dauphin, Lancaster, Lebanon, Cumberland, Perry.....	1-888-722-8646
Lackawanna, Luzerne.....	1-866-668-4696
Lehigh.....	1-866-238-2311
Northampton.....	1-866-238-2312
York.....	1-866-542-0299

<u>Department</u>	<u>Phone Number</u>	<u>Fax Number</u>
Care Coordination.....	1-877-693-8271	1-866-755-0030
Concurrent Review		1-866-755-9936
Discharge Planning, Home Care, Skilled Nursing Facility, and Inpatient Rehabilitation		1-866-755-9982
DME Authorization	1-877-693-8271 (ext. 83465).....	1-866-755-9841
Miscellaneous/OB assessment forms/Admission notification forms		1-866-755-3186
Nurse Call Line.....	1-866-566-1513	
<i>A confidential line available for members to ask health-related questions</i>		
Outpatient Therapy.....	1-877-693-8271 (ext. 83576).....	1-866-755-9932
Pediatric Shift Care.....	1-877-693-8271 (ext. 83562).....	1-866-755-0038
Prior Authorization	1-800-521-6622	1-866-755-9949
Provider Service	1-800-521-6007	
WeeCare	1-877-364-6797	1-866-755-9935

Websites & Email Addresses

Pa. Department of Public Welfare (DPW) Web Site.....	www.dpw.state.pa.us
AmeriHealth Mercy.....	www.amerihealthmercyhp.com/provider/
For questions or suggestions, email us at.....	Provider.Communications@amerihealthmercyHP.com
All other correspondence	2404 Park Drive, Harrisburg, PA 17110 1-877-693-8271 or fax (717) 651-1673