

AmeriHealth Caritas Iowa Provider Reference Guide

Network account executive: _____ Fax number: _____

Phone number: _____ AmeriHealth Caritas Iowa provider ID number: _____

www.amerhealthcaritasia.com	
Provider services	
1-844-411-0579 Fax: 1-844-412-7886	
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. 	
Iowa Medicaid Enterprise (IME) Eligibility Verification System (ELVS), available 24/7	
<ul style="list-style-type: none"> • Des Moines1-515-323-9639 • Toll-free..... 1-800-338-7752 	
Member services	
<ul style="list-style-type: none"> • Member services1-855-332-2440 • TTY/TDD..... 1-844-214-2471 • Member services fax1-844-214-2465 <p>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)	1-855-332-2440 Fax: 1-844-201-6798
<ul style="list-style-type: none"> • Admission notification of obstetric deliveries and neonatal intensive care. 	
Rapid Response and Outreach Team	1-855-332-2440 Fax: 1-844-399-0477
<p>Call Monday – Friday, 8:00 a.m. to 6:00 p.m., for support with care coordination and member access to services, including HealthCheck/ EPSDT services and IDEA services.</p> <p>Member Intervention Request Form available at www.amerhealthcaritasia.com/provider</p>	

Health Home Care Connector fax	1-844-280-9130
24/7 Nurse Call Line for members	1-855-216-6065
Peer-to-peer	1-844-412-7887
Pharmacy services (PerformRx)	
<ul style="list-style-type: none"> • Pharmacy member services1-855-248-0453 • Pharmacy TTY/TDD..... 1-855-205-0983 • Pharmacy provider services1-855-328-1612 • Pharmacy fax1-855-825-2714 • Formulary and formswww.amerhealthcaritasia.com 	
Lab services	
<ul style="list-style-type: none"> • Quest Diagnostics.....1-866-MYQUEST or www.questdiagnostics.com • Drugscan.....1-800-235-4890 • Essential Testing.....1-855-623-0623 	
Non-emergency medical transportation	
<ul style="list-style-type: none"> • Routine reservations.....1-855-346-9760 • Where's My Ride?.....1-855-212-2213 	
Timely claims filing	
<p>In-network:</p> <ul style="list-style-type: none"> • Original submission: no more than 180 days from date of service. • Rejected claims: no more than 180 days from date of service. • Denied claims: 365 days from date of service. • Third Party Liability (TPL) claims: 60 days from the date of the primary insurer's explanation of benefits (EOB). • Out-of-network: 365 days from date of service. 	
Fraud and abuse hotline	1-866-833-9718



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Credentialing	1-855-209-5522
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Vision (Avesis)	1-800-952-6674
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Emergency room (ER) policy	
AmeriHealth Caritas Iowa does not require prior authorization for emergency services provided by network or non-network providers when a member seeks emergency care.	

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 (formerly Emdeon) at 1-877-363-3666 or visit www.ChangeHealthcare.com to arrange:	
<ul style="list-style-type: none"> • Electronic claims submission (EDI). • Electronic funds transfer (EFT). • Electronic remittance advice (ERA). 	
EDI technical support..... 1-844-341-7644	

Physical Health utilization management	1-844-411-0604 Fax: 1-844-211-0972
Fax numbers:	
<ul style="list-style-type: none"> • Prior authorization.....1-844-399-0478 • Admission notification and/or concurrent review.....1-844-211-0973 • Discharge notification and/or discharge planning (includes discharge summary or instructions)..... 1-844-211-0974 	
For a complete list of services requiring prior authorization, go to the plan website at www.amerihhealthcaritasia.com .	

Behavioral health prior authorization	1-844-214-2474 Fax: 1-844-214-2469
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LTSS prior authorization	1-844-411-0604 Fax: 1-844-399-0479
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Direct access services	
<ul style="list-style-type: none"> • Emergencies. • Immunizations. • Prenatal OB visits. • Routine OB/GYN visits and women's preventive health care services. • Routine family-planning services. • Services for sexually transmitted diseases (STDs). 	



Claims submission
AmeriHealth Caritas Iowa electronic payer ID number: 77075
AmeriHealth Caritas Iowa Attn: Claims Processing Department P.O. Box 7113 London, KY 40742
Remember to:
<ul style="list-style-type: none"> • Mark claims "resubmitted" or "corrected" as appropriate. • Match the dates and dollars on claims submitted with EOB from another payer.

Provider appeals and disputes
For provider standard medical necessity appeals (providers can appeal on the member's behalf):
AmeriHealth Caritas Iowa Attn: Member Appeals Coordinator Member Appeals Department 601 Locust Street, Suite 900 Des Moines, Iowa 50309
For provider appeals of inpatient cases:
AmeriHealth Caritas Iowa Attn: Provider Appeal Coordinator Provider Appeals Department P.O. Box 7128 London, KY 40743
For formal provider disputes:
AmeriHealth Caritas Iowa Attention: Provider Disputes P.O. Box 7127 London, KY 40742

Claim disputes
Claim disputes must be submitted in writing within 180 days from the date of the service:
AmeriHealth Caritas Iowa Attn: Claim Disputes P.O. Box 7122 London, KY 40742

Other important contact information
Iowa Department of Human Services (DHS) P. O. Box 36450 Des Moines, IA 50315
Iowa DHS phone..... 1-800-338-7909
Fax..... 1-515-725-1155
Monday – Friday, 8:00 a.m. – 5:00 p.m. CST
Email..... IMEProviderServices@dhs.state.ia.us
Report child or dependent adult abuse to Iowa DHS..... 1-800-362-2178 1-515-256-4609 (Des Moines area)