

Claims and Billing Guide

Action	Contact
If you would like to transmit claims electronically...	Contact Change Healthcare (formerly Emdeon) at 1-877-363-3666 . Payer ID 77075.
If you have general electronic data interchange (EDI) questions...	Contact AmeriHealth Caritas Iowa EDI Technical Support by calling 1-844-341-7644 and selecting the appropriate prompts or by emailing EDIOWA@amerihealthcaritas.com .
If you have questions about specific claims transmissions or acceptance and R059 — Claim Status reports...	Contact your EDI software vendor or call the Change Healthcare Provider Support Line at 1-800-845-6592 .
If you have questions about your R059 — Plan Claim Status (receipt or completion dates)...	Contact Provider Claim Services by calling 1-844-411-0579 and selecting the appropriate prompts.
If you have questions about claims that are reported on the remittance advice...	Contact Provider Claim Services by calling 1-844-411-0579 and selecting the appropriate prompts.
If you need to know your provider National Provider Identifier (NPI) number...	Contact Provider Services at 1-844-411-0579 .
If you would like to update provider, payee, NPI, unique physician identification number (UPIN), tax ID number or payment address information... If you have questions about changing or verifying provider information...	Contact Provider Services: By fax at 1-844-412-7886 . By phone at 1-844-411-0579 .
If you would like information on electronic remittance advice (ERA) or 835 transmissions...	Contact your EDI vendor or call Change Healthcare at 1-877-363-3666 .
If you would like to check the status of your claim...	Review the status of your submitted claims on NaviNet at https://navinet.navimedix.com (available March 1, 2016).
If you would like to sign up for electronic funds transfer...	Contact Change Healthcare at 1-877-363-3666 .