

AmeriHealth Caritas Florida is part of the AmeriHealth Caritas Family of Companies. We're here to support you in delivering behavioral health solutions to our members. This guide outlines how we will work together from the time a member is identified for services through the payment of your claims.

### NaviNet provider portal

We recommend registering for NaviNet's secure provider portal at <https://register.navinet.net> to access member eligibility and benefits, claim status, authorization submission and inquiry, and reporting. If you need assistance, call **1-888-482-8057**.

### Prior authorization requirements

**Authorization for outpatient services.** Prior authorization is required before the service is provided.

For psychological testing and neuropsychological testing, providers can request prior authorization in two different ways.

1. Submit the prior authorization request in NaviNet.
2. Complete the Psychological/Neuropsychological Testing Request form found on our website at: <http://www.amerhealthcaritasfl.com/provider/resources/forms.aspx>, then fax the form to **1-855-236-9285**.

**Authorization for higher levels of care, including IOP, PHP, IP, detoxification, SIPP and rehabilitation.**

Providers can request prior authorization in two different ways.

1. Complete the Behavioral Health Fax form found on our website at: <http://www.amerhealthcaritasfl.com/provider/resources/forms.aspx>, then fax the form to **1-855-236-9293**.
2. Contact Utilization Management (UM) at **1-855-371-8074**. For urgent precertification requests for acute care, UM is available 24/7.

AmeriHealth Caritas Florida follows all applicable timeliness requirements for prior authorization requests, which include responding in seven days for a standard request and in two days for an expedited request.

### How to file a claim

You can submit your claims two ways:

1. Electronic claim submission:  
AmeriHealth Caritas Florida **Payer ID # 77003**
2. Paper claims submission: AmeriHealth Caritas Florida, P.O. Box 7367, London, KY 40742

AmeriHealth Caritas Florida strongly encourages submitting claims electronically. To initiate the

electronic claims submission process and set up an account with Change Healthcare, please contact: Change Healthcare Provider Support Line at **1-877-363-3666**.

**Time frame for claim submission:** 180 days from the date of service (unless your contract specifies otherwise).

**Time frame for reimbursement:**

- Electronic submission: within 15 days after receipt of the clean claim.
- Paper claim submission: within 20 days after receipt of the clean claim.

**Tips to avoid claim denials:**

- Include the correct service code modifier on the claim; it's required to process the claim.
- Verify the member's eligibility before each visit. NaviNet is an easy, helpful tool for this!
- Bill with the member's ID, name, and DOB exactly as they appear on the member's ID card.
- Ensure that the servicing, billing, and ROPA (when required) providers have active Medicaid IDs.
- If prior authorization was obtained, please include the authorization in Box 23 of the claim form.

### Electronic funds transfer (EFT)

We strongly encourage you to register for EFT to receive your payments as quickly as possible.

Setting up EFT is fast and straightforward. In addition to your banking account information, you will need to provide an ECHO payment draft number and a payment amount as part of the enrollment authentication. Please note: Payments from AmeriHealth Caritas Florida will appear on your bank statement from PNC and ECHO as "PNC – ECHO."

- To sign up to receive EFT from AmeriHealth Caritas Florida and any affiliated plans, visit <https://enrollments.echohealthinc.com/efteradirect/enroll>. You only need to enroll once for all AmeriHealth Caritas Florida affiliated plans and there is no fee.
- To sign up for EFT to have all payers you work with process payments on the ECHO platform, visit <https://enrollments.echohealthinc.com>. A fee for this service may be required.

## Provider complaint process

Should a provider disagree with an authorization or claims decision, the provider may participate in the provider complaint process by following these steps.

1. Download the Provider Complaint Form at <http://www.amerihealthcaritasfl.com/provider/resources/forms.aspx>
2. Submit the completed Provider Complaint Form via mail or fax:  
**Mail: AmeriHealth Caritas Florida** Provider Complaints Department, P.O. Box 7366, London, KY 40742  
**Fax: 1-855-358-5853**
3. A provider has 90 calendar days from the clinical decision or claims payment date to submit a provider complaint. All complaints past that date will be administratively upheld.
4. AmeriHealth Caritas Florida will send an acknowledgement letter within three business days to inform you that we have received your provider complaint.
5. AmeriHealth Caritas Florida will resolve all provider complaints within 60 calendar days.

## Telehealth

AmeriHealth Caritas Florida embraces telehealth to increase access to care for members. To help ensure compliance with the telehealth requirements, you need to review and sign the Telehealth Attestation, available at <http://www.amerihealthcaritasfl.com/provider/resources/forms.aspx>. When billing, don't forget to include the **GT modifier** to indicate the service was done via telehealth.

## Rapid Response and Outreach Team (RROT)

The Rapid Response and Outreach Team (RROT) addresses the urgent needs of our members and supports providers and their staff. The team consists of registered nurses and Care Connectors who can help make an appointment with a PCP or a specialist, arrange transportation or an interpreter, and help assist with overcoming barriers to achieve health care goals.

## Provider reference list

Department	Phone number	Fax number
Provider Services	1-800-617-5727	1-855-358-5849
Member Services	1-855-355-9800 TTY 1-855-358-5856	
Behavioral Health Member Services	1-855-371-3967	
Behavioral Health Utilization Management	1-855-371-8074	IP Prior Authorization: 1-855-236-9293 OP Prior authorization: 1-855-236-9285
Behavioral Health Care Management	1-855-371-8072	1-855-358-5851
Rapid Response and Outreach Team	1-855-371-8072	1-855-236-9281
Nonemergency Medical Transportation	1-855-371-3968	

For AmeriHealth Caritas Florida's website, visit [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com).

