

# Medical Foster Care Parent

## *Quick Reference Guide*

AmeriHealth Caritas Florida has prepared this Medical Foster Care (MFC) Parent **Quick Reference Guide** to outline how we will work together from the time a member is identified for MFC services to the successful payment of your claims.

### **Contracting**

Once you have been identified as the MFC parent for an AmeriHealth Caritas Florida member, you will receive a contract to review, along with an Information Form to complete from our Provider Network team in a secured email. To become a participating MFC parent (provider) in our network, complete these following three (3) items:

- ✓ Signed Letter of Agreement (contract)
- ✓ Completed Information Form for Medical Foster Care parents
- ✓ W-9 form

Send all three (3) items back to our Provider Network team via fax or email.

- Fax # (561) 283-3400
- Scan and email back, using the secured email you received from AmeriHealth Caritas Florida with the blank documents for you to complete.

If you have any questions, email our Provider Network team at [PNMMFC@amerihealthcaritasfl.com](mailto:PNMMFC@amerihealthcaritasfl.com)

### **Care Coordination**

We want to support your efforts to meet all the needs of the child. The AmeriHealth Caritas Florida Care Manager will be in contact with you regularly to review progress on the plan of care and assist in every way possible. The Care Management department can be contacted via:

- Phone at **1-855-371-8076**; Fax at 1-855-358-5851
- Email at [MF\\_CM@amerihealthcaritasfl.com](mailto:MF_CM@amerihealthcaritasfl.com)

Prior authorization for MFC services is not required for participating parents (providers).

## **NaviNet Provider Portal**

To access eligibility, benefits, and claim status information-

Register for NaviNet: go to [www.navinet.net](http://www.navinet.net) and click on "sign up now". Make sure to complete all information requested. If you need assistance, the NaviNet Customer Care line is **1-888-482-8057**.

## **How to file a Claim**

All claims must be billed on a CMS 1500 claim form for submission to AmeriHealth Caritas Florida for payment. For line-by-line instruction on how to complete a claim form (CMS 1500), go to AHCA's website at this link:

[http://ahca.myflorida.com/medicaid/review/Reimbursement/RH\\_08\\_080701\\_CMS-1500\\_ver1\\_4.pdf](http://ahca.myflorida.com/medicaid/review/Reimbursement/RH_08_080701_CMS-1500_ver1_4.pdf).

### **You can submit your claims 2 ways:**

- Electronic Claim Submission: AmeriHealth Caritas Florida **Payer ID # 77003**
- Paper Claims Submission: AmeriHealth Caritas Florida P.O. Box 7367 London, KY 40742

### **Timeframe to send claims:**

90 days from the date of service (unless your contract specifies otherwise).

### **Timeframe for reimbursement:**

- **Electronic submission**- within 15 days after receipt of a complete and correctly submitted claim
- **Paper claim submission**- within 20 days after receipt of a complete and correctly submitted claim

To submit claims electronically, you need to set up an account with Change HealthCare or add AmeriHealth Caritas Florida to your existing account. We suggest you go to our portal at <https://office.emdeon.com/vendorfiles/amerihealth.html> and choose the option to "Enroll Now." If you need additional help, click on "Help" in the portal. You can also call Change HealthCare Customer Service directly at **877-469-3263**, Option 2 for step-by-step assistance. Please be aware, for electronic submissions, the Operating System requirements are Windows Vista (minimum), or 7 or 8. C The browser requirements are Internet Explorer v7.0, v8.0, v9.0, v10.0, or Firefox v3 or higher.

*\*Note:* If you do **not** have a National Provider Identifier (NPI) number, please submit the following in the "Loop 2310C" section: REF01=Qualifier G2, REF02=your AmeriHealth Caritas Florida Provider ID. For example, if your provider ID is 7599999, you would complete Loop 2310C with REF\*G2\*7599999~.

For additional information on submitting claims, corrections, and reimbursement, please go to our website at [www.amerhealthcaritasfl.com/provider/training-and-education/index.aspx](http://www.amerhealthcaritasfl.com/provider/training-and-education/index.aspx) for online training materials.

**Tips to Avoid Claim Denials:**

- Bill with the child’s ID, name, and DOB exactly as they appear on his/her ID card.
- Include the correct service code **modifier** (HA, TF, TG) on the claim; it is required to process the claim.

S5145 HA Level I Medical Foster Care Service

S5145 TF Level II Medical Foster Care Service

S5145 TG Level III Medical Foster Care Service

**How to Submit a Complaint Regarding a Claim**

1. Download the Provider Complaint Form at [www.amerhealthcaritasfl.com](http://www.amerhealthcaritasfl.com).
2. Submit the completed Provider Complaint Form via mail or fax:

**Mail:**

AmeriHealth Caritas Florida

Provider Complaints Dept.

PO Box 7366

London, KY 40742

**Fax:** 1-855-358-5853

3. Include all relevant items to support your complaint such as the Remittance Advice, calculations, etc.
4. A Medical Foster Care parent has 90 days from the claims payment date to submit a complaint.
5. AmeriHealth Caritas Florida will send an acknowledgement letter within three (3) business days to confirm receipt.
6. AmeriHealth Caritas Florida will resolve all complaints within 60 days.