

March 2019

For all providers

Prior authorization

Prior authorization is a determination made by AmeriHealth Caritas Pennsylvania and/or AmeriHealth Caritas Northeast (the Plan) to approve or deny payment to a provider for a service or course of treatment for a member prior to the initiation or continuation of the service.

The services and items that require prior authorization are listed at www.amerihealthcaritaspa.com and www.amerihealthcaritasnortheast.com → **Providers** → **Prior authorization**.

Utilization Management prior authorization

The following information is required for Utilization Management prior authorization requests:

- Member name and plan ID number.
- Member date of birth.
- Diagnosis/diagnoses codes (ICD-10).
- Requested CPT codes.
- Date of service.
- Ordering/referring doctor NPI.
- Facility/treating provider NPI.
- Applicable clinical information.

Use our online prior authorization request tools

Eliminate legibility issues by submitting your prior authorization requests securely online through Jiva, the medical prior authorization tool. (**Note:** You must have a NaviNet login to access Jiva.) Go to www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Providers** → **Resources** → **Jiva**.

You can also find prior authorization forms on our websites at www.amerihealthcaritaspa.com and www.amerihealthcaritasnortheast.com → **Providers** → **Resources** → **Forms**.

If you have questions, please call the Utilization Management department at:

AmeriHealth Caritas Pennsylvania **1-800-521-6622**

AmeriHealth Caritas Northeast **1-888-498-0504**

Articles in this edition

Prior authorization

March 2019 edition of *Connections* provider newsletter now available

We value your input about *Connections*

If you suspect it, report it. Help us fight fraud, waste, and abuse.

Our mission

We help people:

Get care.

Stay well.

Build healthy communities.

We have a special concern for those who are poor.

If you have questions about this communication, please contact your provider Account Executive or one of the following departments:

**AmeriHealth Caritas
Pennsylvania
Provider Services
1-800-521-6007**

**AmeriHealth Caritas
Northeast
Provider Services
1-888-208-7370**

(continued on page 2)

Prior authorization (continued from page 1)**Pharmacy prior authorization**

Online

Save time by submitting your pharmacy prior authorization requests online. Get started at www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Pharmacy → Prior Authorization.**

By phone

Call the Pharmacy Services department at:

AmeriHealth Caritas Pennsylvania **1-866-610-2774**

AmeriHealth Caritas Northeast **1-888-208-1020**

Outside of normal business hours, please call Member Services at:

AmeriHealth Caritas Pennsylvania **1-888-991-7200**

AmeriHealth Caritas Northeast **1-855-809-9200**

By fax

You can find the pharmacy prior authorization request fax form at www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Pharmacy → Prior Authorization.** Fax the completed form to the Plan at:

AmeriHealth Caritas Pennsylvania **1-888-981-5202**

AmeriHealth Caritas Northeast **1-855-446-7905**

A list of HCPCS codes that require prior authorization by our Pharmacy Services department is also housed on our websites.

Radiology prior authorization

The Plan's radiology benefits vendor, National Imaging Associates Inc. (NIA), provides utilization management review and authorization for non-emergent, advanced, outpatient imaging procedures.

Requirement

The following non-emergent, advanced, outpatient imaging procedures require prior authorization through NIA:

- CT/CTA.
- MRI/MRA.
- PET scan.
- CCTA.
- Nuclear cardiology/nuclear stress/MPI.

The following services do **not** require authorization through NIA:

- Inpatient advanced imaging services.
- Observation setting advanced imaging services.
- Emergency room imaging services.

(continued on page 3)



Radiology prior authorization (continued from page 2)

The Plan will continue to perform prior authorization of coverage for interventional radiology procedures (even those that utilize MR/CT technology).

How to request prior authorization for radiology

The **ordering facility or provider** must obtain the appropriate prior authorization via **www.radmd.com** or by calling NIA at:

AmeriHealth Caritas Pennsylvania **1-800-424-5657**

AmeriHealth Caritas Northeast **1-800-588-8142**

If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact NIA immediately at a number above with the appropriate clinical information for an expedited review.

Information you must provide

- Name and office phone number of ordering physician.
- Member name and ID number.
- Requested examination.
- Name of provider office or facility where the service will be performed.
- Details justifying the examination.

The **rendering facility or provider** must verify that prior authorization was obtained prior to rendering the service.

Points to remember

- Reimbursement for all rendering providers for an approved authorization is determined by satisfying the mandatory requirement to have a valid Pennsylvania Medical Assistance (MA) provider ID. Claims submitted by rendering providers will be denied if the ordering, referring, or prescribing provider is not enrolled in the MA program. To check the MA enrollment status of the practitioner ordering, referring, or prescribing the service, visit the Pennsylvania Department of Human Services (DHS) provider look-up portal at: <https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>.
- Prior authorization is not a guarantee of payment for the service(s) authorized. The Plan reserves the right to adjust any payment made following a review of medical records and determination of medical necessity.
- Emergency room, observation care, and inpatient imaging procedures do **not** require prior authorization.
- Members cannot be balance-billed for procedures performed without the required authorization.



For all providers

March 2019 edition of *Connections* provider newsletter now available

We are pleased to announce the availability of the March 2019 edition of our provider newsletter, *Connections*. To view the newsletter, go to www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Providers** → **Communications** → **Provider newsletters**.

Connections is your link to important provider news, updates, and resources. We hope your practice finds this edition informative, and we welcome any comments or suggestions you may have at provider.communications@amerihealthcaritaspa.com or providercommunications@amerihealthcaritasnortheast.com.

Highlights of this edition are:

- Provider Satisfaction Survey results 2018.
 - Members’ rights and responsibilities.
 - Member copayments.
 - Resources for members with special health needs.
 - Using the YO modifier for CONNECT referrals.
 - Submitting ONAF forms online through Optum.
 - Dental information.
 - Pharmacy information.
 - Credentialing information.
 - What is an appeal?
 - Cultural competency.
- And more!



You can receive future editions of *Connections* and other important plan news and notifications through our free email service. Simply register at:

www.amerihealthcaritaspa.com → **Providers** → **Communications** → **E-Lert (email news) registration** or www.amerihealthcaritasnortheast.com → **Providers** → **Communications** → **Network News - sign up for e-mail alerts**.

We value your input

We are reaching out to you to gather your thoughts and opinions about our triannual provider newsletter, *Connections*. Our goal in Provider Communications is to continually strive to improve the methods we use to connect with our provider network and to ensure our information is effective, timely, and helpful to you.

Connections is published in March, July, and December. To view the newsletter, go to www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Providers** → **Communications** → **Provider newsletters**.

If you are already familiar with *Connections*, or even if you are reviewing it for first time, we invite you to take a quick and easy online survey regarding your experience accessing the newsletter and your opinion of its content. Your feedback will have a direct impact on how we create and distribute the newsletter going forward. We value your honest evaluation.

Please begin your survey by clicking <https://www.surveymonkey.com/r/C7PCLF5Connections> or by cutting and pasting the link into your browser.

Thank you, in advance, for your participation.

For all providers

**If you suspect it, report it.
Help us fight fraud, waste, and abuse.**

- Call our toll-free Ethics and Compliance Hotline at **1-866-833-9718**.
- Email **fraudtip@amerihealthcaritas.com**.
- Mail a written statement to:
Special Investigations Unit
AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast
200 Stevens Drive
Philadelphia, PA 19113

Information may be left anonymously.

Providers can also report suspected fraud, waste, and abuse by:

Phone: **1-844-DHS-TIPS** or **1-844-347-8477**

Online: **www.dhs.pa.gov**

Fax: **1-717-772-4655**, Attn: MA Provider Compliance Hotline

Mail: Bureau of Program Integrity
MA Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

Mandatory fraud, waste, and abuse provider training is available online at **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** → **Resources** → **Fraud, waste, and abuse**.



Please contact AmeriHealth Caritas Pennsylvania's Provider Services department at **1-800-521-6007** or AmeriHealth Caritas Northeast's Provider Services department at **1-888-208-7370** with any demographic changes to your office information or changes, additions, or deletions to your provider rosters. Keeping us apprised of your office's correct physical location and provider rosters ensures our members have the best possible experience when trying to locate their medical providers. You may check your information in our systems by going to either **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** (top menu) → **Provider Directory** (left-hand menu) and searching for your information in our Provider Directory.

Coverage by AmeriHealth First.

All images are used under license for illustrative purposes only. Any individual depicted is a model.

