

The updated 2020 Provider manual is now available online

November 12, 2020

AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast announces the availability of the 2020 Provider Manual.

Examples of updates and changes include topics such as:

- Added language indicating that a network providers and other Providers cannot deny covered services due to a Member's inability to pay a copay, but may continue to attempt to collect the copay.
- Deleted Home Modifications from Services Not Covered and added to Services requiring prior authorization.
- Updated the section regarding Provider Informal Dispute and the Provider Formal Appeals Process to clarify items such as, definitions, processes, makeup of review panel, etc.
- Physician Reviewer availability to discuss medical necessity decisions - a Provider can call to discuss; changed from 2 business days to 5 business days. Outlined the intake process and Physician Reviewer response time.
- Pharmacy Services - section revised/updated to reflect that AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast adheres to the Pennsylvania Department of Human Services (DHS) statewide preferred drug list (PDL) for drugs and classes that are included. Medication classes that are not included in the state PDL are reviewed and approved by the Plan's Pharmacy and Therapeutics Committee.
- Medical Record Retention - changed requirement from maintaining from 5 years to a minimum of 10 years.

For the list of the 2020 manual updates and changes, and to access the manual in its entirety, visit the provider center at

www.amerihealthcaritspa.com→Resources→Provider Manual or

www.amerihealthcaritasnortheast.com→Resources→Provider Manual