

P = Phone number | F = Fax number

Department/general resources for providers	
Account Executive	www.amerhealthcaritaspa.com > Providers > Communications > Account executives
Appeals (provider): medical denials (inpatient)	Inpatient appeals (put "Provider Appeals" on the envelope) AmeriHealth Caritas Pennsylvania, P.O. Box 7307, London, KY 40742
Appeals (provider): medical denials (outpatient)	Outpatient appeals (put "Provider Appeals" on the envelope) AmeriHealth Caritas Pennsylvania, P.O. Box 7316, London, KY 40742
Claims address	AmeriHealth Caritas Pennsylvania Claims Processing Department, P.O. Box 7118, London, KY 40742
Contracting	P: 1-866-546-7972 option 2 F: 1-717-651-1673
Credentialing	P: 1-800-642-3510, option 2
Dental Provider Services	P: 1-855-434-9241
DHS	Pennsylvania Department of Human Services website: www.dhs.pa.gov
Disputes (provider): dissatisfaction not concerning medical necessity	AmeriHealth Caritas Pennsylvania Informal Provider Disputes, P.O. Box 7329, London, KY 40742
EDI payer identification number	22248
EDI technical support line	P: 1-877-234-4272
EPSDT unit	P: 1-855-300-8334 F: 1-866-208-8145
Fraud, waste, and abuse	P: 1-866-833-9718 Email: fraudtip@amerihealthcaritas.com Write: Special Investigations Unit, AmeriHealth Caritas 200 Stevens Drive, Philadelphia, PA 19113
Language Service Associates (LSA): member translation services	P: 1-800-305-9673
Mailing address, phone number, and fax number	AmeriHealth Caritas Pennsylvania 8040 Carlson Road, Suite 500, Harrisburg, PA 17112 P: 1-717-651-3590 F: 1-717-651-1673
National Imaging Associates (NIA) Outpatient radiology requiring prior authorization: CT/CTA, CCTA, MRA/MRI, nuclear cardiology/MPI, PET scan	P: 1-800-424-5657 or www.radmd.com
NaviNet® (NantHealth)	P: 1-888-482-8057, option 1 www.navinet.net www.amerhealthcaritaspa.com > Providers > Resources > NaviNet
Peer-to-peer hotline	P: 1-800-521-6622
Pharmacy authorization	F: 1-888-981-5202 www.amerhealthcaritaspa.com > Pharmacy > Prior Authorization
Pharmacy opioid information line	P: 1-800-578-0898 F: 1-877-708-9080
Pharmacy Services (PerformRx SM)	P: 1-866-610-2774
Provider email box (inquiries, requests)	provider.communications@amerihealthcaritaspa.com
Provider Services department	P: 1-800-521-6007
Rapid Response and Outreach Team (RROT)	P: 1-800-684-5503
Retention unit	P: 1-855-737-7648 F: 1-866-208-8145
Website	www.amerhealthcaritaspa.com



Clinical contacts	
Integrated Health Care Management	
Bright Start® (maternity services, ONAF submission)	P: 1-877-364-6797, opt. 2 F: 1-866-755-9935
Integrated Health Care Management department	P: 1-877-693-8271, opt. 2 F: 1-866-755-0030
Missed Shift Care reports	shiftcaremailbox@amerihealthcaritas.com
Pediatric Shift Care	P: 1-800-684-5503 F: 1-866-755-0038
Special Needs unit	P: 1-800-684-5503 F: 1-866-755-0030
Utilization Management	
Admission notification	P: 1-800-521-6622 F: 1-888-742-2377
Concurrent Review units (including skilled nursing facilities and inpatient rehabilitation)	P: 1-800-521-6622 F: Unit 1 = 1-866-755-9936 Unit 2 = 1-855-332-0989 Unit 3 = 1-855-332-0990 (to determine the assigned unit, call 1-800-521-6622, concurrent review prompt)
Durable medical equipment (DME) authorization	P: 1-800-521-6622 F: 1-866-755-9841
Prior authorization	P: 1-800-521-6622 F: 1-866-755-9949 www.amerihealthcaritaspa.com > Providers > Prior authorization
Information needed for Utilization Management requests: Member's plan ID number, name, date of birth, requested CPT codes, date of service, ordering/referring provider NPI, facility/treating provider NPI, applicable clinical information.	
Retrospective reviews: All retrospective authorization requests should be faxed to 1-866-755-9949 or mailed to: AmeriHealth Caritas, 8040 Carlson Road, Suite 500, Harrisburg, PA 17112. No telephonic calls for retrospective review will be accepted.	

Member contacts and resources	
CONNECT Helpline	P: 1-800-692-7288 (Pennsylvania Early Intervention program)
Medical Assistance Transportation Program	MATP website: http://matp.pa.gov/
Member Services (24 hours a day, 7 days a week)	P: 1-888-991-7200
Nurse Call Line (24 hours a day, 7 days a week)	P: 1-866-566-1513
PA Free Quitline (tobacco cessation information)	P: 1-800-QUIT-NOW (1-800-784-8669)
Vision Services (administered by Davis Vision)	P: 1-800-773-2847 www.davisvision.com

Behavioral health and substance use contacts			
County	Covering plan	Provider services	Member services
Adams	Community Care Behavioral Health	1-888-251-2224	1-866-738-9849
Bradford, Centre, Columbia, Juniata, Mifflin, Montour, Northumberland, Schuylkill, Snyder, Sullivan, Tioga, Union, Wayne	Community Care Behavioral Health	1-888-251-2224	1-866-878-6046
Berks	Community Care Behavioral Health	1-888-251-2224	1-855-520-9715
Cameron, Clarion, Clearfield, Elk, Forest, Huntingdon, Jefferson, McKean, Potter, Warren	Community Care Behavioral Health	1-888-251-2224	1-866-878-6046
Carbon, Monroe, Pike	Community Care Behavioral Health	1-888-251-2224	1-866-473-5862
Clinton, Lycoming	Community Care Behavioral Health	1-888-251-2224	1-855-520-9787
Crawford, Mercer, Venango	Value Behavioral Health of Pennsylvania	1-877-615-8503	1-866-404-4561
Cumberland, Dauphin, Lancaster, Lebanon, Perry	PerformCare®	1-888-700-7370	1-888-722-8646
Erie	Community Care Behavioral Health	1-888-251-2224	1-855-224-1777
Franklin, Fulton	PerformCare®	1-888-700-7370	1-866-773-7917
Lackawanna, Luzerne, Susquehanna, Wyoming	Community Care Behavioral Health	1-888-251-2224	1-866-668-4696
Lehigh	Magellan Behavioral Health of Pennsylvania	1-866-780-3368	1-866-238-2311
Northampton	Magellan Behavioral Health of Pennsylvania	1-866-780-3368	1-866-238-2312
York	Community Care Behavioral Health	1-888-251-2224	1-866-542-0299