

P = Phone number | F = Fax number

Department/general resources for providers	
<b>Account Executive</b>	<a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a> > <b>Providers &gt; Communications &gt; Account executives</b>
<b>Appeals (provider): medical denials (inpatient)</b>	Inpatient appeals (put "Provider Appeals" on the envelope) AmeriHealth Caritas Pennsylvania, P.O. Box 7307, London, KY 40742
<b>Appeals (provider): medical denials (outpatient)</b>	Outpatient appeals (put "Provider Appeals" on the envelope) AmeriHealth Caritas Pennsylvania, P.O. Box 7316, London, KY 40742
<b>Claims address</b>	AmeriHealth Caritas Pennsylvania Claims Processing Department, P.O. Box 7118, London, KY 40742
<b>Contracting</b>	P: <b>1-866-546-7972 option 2</b>   F: <b>1-717-651-1673</b>
<b>Credentialing</b>	P: <b>1-800-642-3510, option 2</b>
<b>Dental Provider Services</b>	P: <b>1-855-343-7401</b>
<b>DHS</b>	Pennsylvania Department of Human Services website: <a href="http://www.dhs.pa.gov">www.dhs.pa.gov</a>
<b>Disputes (provider):</b> dissatisfaction not concerning medical necessity	AmeriHealth Caritas Pennsylvania Informal Provider Disputes, P.O. Box 7329, London, KY 40742
<b>EDI payer identification number</b>	<b>22248</b>
<b>EDI technical support line</b>	P: <b>1-866-695-1330</b>   Email: <a href="mailto:edi.support@amerihealthcaritas.com">edi.support@amerihealthcaritas.com</a>
<b>EPSDT unit</b>	P: <b>1-855-300-8334</b>   F: <b>1-866-208-8145</b>
<b>Fraud, waste, and abuse</b>	P: <b>1-866-833-9718</b>   Email: <a href="mailto:fraudtip@amerihealthcaritas.com">fraudtip@amerihealthcaritas.com</a> Write: Special Investigations Unit, P.O. Box 7317, London, KY 40742
<b>Language Service Associates (LSA):</b> member translation services	P: <b>1-800-305-9673</b>
<b>Mailing address, phone number, and fax number</b>	AmeriHealth Caritas Pennsylvania 8040 Carlson Road, Suite 500, Harrisburg, PA 17112 P: <b>1-717-651-3590</b>   F: <b>1-717-651-1673</b>
<b>Evolent Specialty Services, Inc. (Evolent)</b> Outpatient radiology requiring prior authorization: CT/CTA, CCTA, MRA/MRI, nuclear cardiology/MPI, PET scan	P: <b>1-800-424-5657</b> or <a href="http://www1.radmd.com">www1.radmd.com</a>
<b>NaviNet (NantHealth)</b>	P: <b>1-888-482-8057, option 1</b>   <a href="http://www.navinet.net">www.navinet.net</a> <a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a> > <b>Providers &gt; Resources &gt; NaviNet</b>
<b>Peer-to-Peer hotline</b>	P: <b>1-877-693-8480</b>
<b>Pharmacy authorization</b>	F: <b>1-888-981-5202</b> Prior authorization is required for many multisource branded and injectable products, as well as for non-preferred and non-formulary medications. For more up-to-date information, please visit <a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a> > <b>Pharmacy &gt; Formulary</b>
<b>Pharmacy Services (PerformRx<sup>SM</sup>)</b>	P: <b>1-866-610-2774</b>   F: <b>1-888-981-5202</b>
<b>Provider email box</b> (inquiries, requests)	<a href="mailto:provider.communications@amerihealthcaritaspa.com">provider.communications@amerihealthcaritaspa.com</a>
<b>Provider Services department</b>	P: <b>1-800-521-6007</b>
<b>Rapid Response and Outreach Team (RROT)</b>	P: <b>1-800-684-5503</b>
<b>Website</b>	<a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a>



Clinical contacts	
<b>Integrated Health Care Management</b>	
<b>Bright Start®</b> (maternity services, ONAF submission)	P: 1-877-364-6797, opt. 2   F: 1-866-755-9935
<b>Integrated Health Care Management department</b>	P: 1-877-693-8271, opt. 2   F: 1-866-755-0030
<b>Missed Shift Care reports</b>	shiftcaremailbox@amerihealthcaritas.com
<b>Pediatric Shift Care</b>	P: 1-800-684-5503   F: 1-866-755-0038
<b>Special Needs unit</b>	P: 1-855-737-7648   F: 1-866-208-8145
<b>Utilization Management</b>	
<b>Admission notification</b>	P: 1-800-521-6622   F: 1-888-742-2377
<b>Concurrent Review units</b> (including skilled nursing facilities and inpatient rehabilitation)	P: 1-800-521-6622   F: 1-866-755-9936
<b>Durable medical equipment (DME) authorization</b>	P: 1-800-521-6622   F: 1-866-755-9841
<b>Prior authorization</b>	P: 1-800-521-6622   F: 1-866-755-9949 www.amerihealthcaritaspa.com > Providers > Prior authorization
<b>Information needed for Utilization Management requests:</b> 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.	
<b>Retrospective reviews:</b> All retrospective authorization requests should be faxed to 1-866-755-9949 or mailed to: AmeriHealth Caritas Pennsylvania, 8040 Carlson Road, Suite 500, Harrisburg, PA 17112. No telephone calls for retrospective review will be accepted.	

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

Behavioral health and substance use contacts		
County	Covering plan	Phone
Adams	Community Care Behavioral Health	1-888-251-2224
Allegheny	Community Care Behavioral Health	1-888-251-2224
Armstrong	Carelon Health of PA, Inc.	1-877-615-8503
Beaver	Carelon Health of PA, Inc.	1-877-615-8503
Bedford	Community Care Behavioral Health	1-888-251-2224
Berks	Community Care Behavioral Health	1-888-251-2224
Blair	Community Care Behavioral Health	1-888-251-2224
Bradford	Community Care Behavioral Health	1-888-251-2224
Butler	Carelon Health of PA, Inc.	1-877-615-8503
Cambria	Magellan Behavioral Health of Pennsylvania	1-866-780-3368
Cameron	Community Care Behavioral Health	1-888-251-2224
Carbon	Community Care Behavioral Health	1-888-251-2224
Centre	Community Care Behavioral Health	1-888-251-2224

Behavioral health and substance use contacts		
County	Covering plan	Phone
Clarion	Community Care Behavioral Health	1-888-251-2224
Clearfield	Community Care Behavioral Health	1-888-251-2224
Clinton	Community Care Behavioral Health	1-888-251-2224
Columbia	Community Care Behavioral Health	1-888-251-2224
Crawford	Carelon Health of PA, Inc.	1-877-615-8503
Cumberland	PerformCare®	1-888-700-7370
Dauphin	PerformCare	1-888-700-7370
Elk	Community Care Behavioral Health	1-888-251-2224
Erie	Community Care Behavioral Health	1-888-251-2224
Fayette	Carelon Health of PA, Inc.	1-877-615-8503
Forest	Community Care Behavioral Health	1-888-251-2224
Franklin	PerformCare	1-888-700-7370
Fulton	PerformCare	1-888-700-7370



Behavioral health and substance use contacts		
County	Covering plan	Phone
Greene	Community Care Behavioral Health	1-888-251-2224
Huntingdon	Community Care Behavioral Health	1-888-251-2224
Indiana	Carelon Health of PA, Inc.	1-877-615-8503
Jefferson	Community Care Behavioral Health	1-888-251-2224
Juniata	Community Care Behavioral Health	1-888-251-2224
Lackawanna	Community Care Behavioral Health	1-888-251-2224
Lancaster	PerformCare	1-888-700-7370
Lawrence	Carelon Health of PA, Inc.	1-877-615-8503
Lebanon	PerformCare	1-888-700-7370
Lehigh	Magellan Behavioral Health of Pennsylvania	1-866-780-3368
Luzerne	Community Care Behavioral Health	1-888-251-2224
Lycoming	Community Care Behavioral Health	1-888-251-2224
McKean	Community Care Behavioral Health	1-888-251-2224
Mercer	Carelon Health of PA, Inc.	1-877-615-8503
Mifflin	Community Care Behavioral Health	1-888-251-2224
Monroe	Community Care Behavioral Health	1-888-251-2224
Montour	Community Care Behavioral Health	1-888-251-2224
Northampton	Magellan Behavioral Health of Pennsylvania	1-866-780-3368

Behavioral health and substance use contacts		
County	Covering plan	Phone
Northumberland	Community Care Behavioral Health	1-888-251-2224
Perry	PerformCare	1-888-700-7370
Pike	Community Care Behavioral Health	1-888-251-2224
Potter	Community Care Behavioral Health	1-888-251-2224
Schuylkill	Community Care Behavioral Health	1-888-251-2224
Somerset	Community Care Behavioral Health	1-888-251-2224
Snyder	Community Care Behavioral Health	1-888-251-2224
Sullivan	Community Care Behavioral Health	1-888-251-2224
Susquehanna	Community Care Behavioral Health	1-888-251-2224
Tioga	Community Care Behavioral Health	1-888-251-2224
Union	Community Care Behavioral Health	1-888-251-2224
Venango	Carelon Health of PA, Inc.	1-877-615-8503
Warren	Community Care Behavioral Health	1-888-251-2224
Wayne	Community Care Behavioral Health	1-888-251-2224
Washington	Carelon Health of PA, Inc.	1-877-615-8503
Westmoreland	Carelon Health of PA, Inc.	1-877-615-8503
Wyoming	Community Care Behavioral Health	1-888-251-2224
York	Community Care Behavioral Health	1-888-251-2224

Coverage by AmeriHealth First.

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