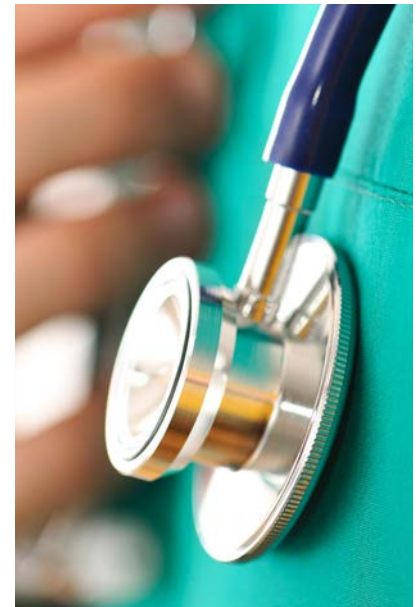


Benefits of Being a Provider for AmeriHealth Caritas Northeast

- We are part of the AmeriHealth Caritas Family of Companies.
- We are an NCQA-accredited company.
- We have been serving voluntary Medicaid members since 1988.
- We have been serving HealthChoices Medicaid members since September 2001.
- A dedicated account executive services your office.
- Your account executive hand-delivers your educational packet.
- We offer an extensive provider network.
- We focus on and service the Medical Assistance population.
- Our Provider Network Management department offers provider symposia twice yearly in multiple geographic territories.
- We offer a variety of payment enhancement programs for providers, such as:
 - Quality Enhancement Program (QEP).
 - Targeted complete coding claim payments (CDPS).
 - Incentive payments for select HEDIS campaign measures.
 - Incentive for OB practitioners submitting a completed Obstetrical Needs Assessment Form (ONAF) on members newly identified as pregnant.
 - Incentive payments for critical quality incentive alerts.
- Care and disease management teams are available to support you and your patients.
- We offer signature outreach programs, including:
 - Women’s Wellness Initiative.
 - Children’s Art Program.
 - Healthy Hoops®.
- We listen to provider suggestions.
- We readily adopt electronic solutions to streamline efforts and expenses.



www.amerihhealthcaritasnortheast.com

540ACN-1522-171

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AmeriHealth Caritas
Northeast

The Health Care Plan You Deserve

Who is AmeriHealth Caritas Northeast?

AmeriHealth Caritas Northeast health plan is a Medical Assistance (Medicaid) managed care health plan serving Medical Assistance recipients in 22 counties.

AmeriHealth Caritas Northeast strives to be more than a health care company. We want to be the medical home for members who need personal attention. We are known by our business partners for getting involved, staying committed and achieving real results for our members.

What is our goal?

Our goal is to help improve the health of our members by reaching them in the communities where they live. We get to know the unique characteristics of each community to determine the most effective and lasting contributions to our members' health. Our community partners and our members value the support we provide and the programs we offer. We achieve this goal through numerous outreach efforts and programs, including:

Health education programs – AmeriHealth Caritas Northeast has health education programs that stress the importance of early detection, preventive care and healthy behaviors. We offer health education classes to the community on a variety of topics such as asthma, diabetes, cardiovascular health, maternal health and children's health. We also offer presentations on bullying, medicine safety, poison prevention, youth sports safety and teen health.

Healthy Hoops® – Healthy Hoops is an innovative, community-based asthma education program that uses basketball as a platform to educate young asthmatics and their parents about how to manage the disease through appropriate medication usage, proper nutrition and monitored exercise.

Women's Wellness – The Women's Wellness initiative addresses spiritual, social, physical, mental and environmental health factors that influence women's health. Women's wellness programs focus on heart disease, breast cancer and cervical cancer.

Childhood obesity – The Healthy You-Healthy Me initiative addresses the childhood obesity epidemic. It focuses on increasing physical activity, improving nutrition through smart snacking, increasing consumption of fruits and vegetables, and increasing healthy lifestyle awareness.

Our Mission

We help people get care, stay well and build healthy communities.

We have a special concern for those who are poor.

Our Values

Our service is built on these values:

- Advocacy
 - Care of the Poor
 - Compassion
 - Competence
 - Dignity
 - Diversity
 - Hospitality
 - Stewardship
-

The Health Care Plan You Deserve

Integrated Health Care Management – This program is designed to help members better understand their disease diagnosis and health care needs. This special program provides information, educational materials and care management support to coordinate members' health care needs. We have programs for the following conditions:

- Heart failure (HF).
- Coronary artery disease (CAD).
- Chronic obstructive pulmonary disease (COPD).
- Hemophilia.
- Pregnancy.
- Diabetes.
- Asthma.
- HIV/AIDS.
- Sickle cell anemia.

Children's Art Program – Once a year, participating children are asked to submit original works of art about a selected health-related theme, allowing young members to express themselves creatively through art.

AmeriHealth Caritas Northeast is eager to become part of the communities we serve and to work with respected community partners. We hope you will join us to build healthier families and communities and achieve health care outcomes we can all be proud of.

Contact us

If you are planning a community activity, such as a health fair, we will be happy to attend to provide information on preventive health initiatives. AmeriHealth Caritas Northeast can also provide speakers for your school, civic or faith-based groups.

To request a Community Health Liaison or more information, please call 1-570-212-1984.

The information in this notice is available in other languages and formats by calling Member Services at **1-855-809-9200** or **1-855-859-4109** (TTY).

Esta información también se ofrece en otros idiomas y formatos. Llame a Servicios para Miembros al **1-855-809-9200** o al **1-855-859-4109** (TTY).

Muốn đọc thông tin trong thông báo này dưới hình thức và ngôn ngữ khác, xin gọi Ban Dịch Vụ Hội Viên số **1-855-809-9200** hay số dành cho người khiếm thính giác **1-855-859-4109** (TTY).

ព័ត៌មាននៅក្នុងសំបុត្រនេះមានជាភាសាទី-
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1-855-809-9200 ឬ **1-855-859-4109**
(TTY) សំរាប់អ្នកឆ្ងង់។

Для получения сведений, содержащихся в данном уведомлении, на других языках звоните в Отдел обслуживания по телефону **1-855-809-9200** или **1-855-859-4109** (TTY).

此通知的资料包括其他语言及格, 如需要提供, 请致电 **1-855-809-9200** 或 **1-855-859-4109** (TTY) 联系会员服务处。

540ACN-1522-154


AmeriHealth Caritas
Northeast

www.amerhealthcaritasnortheast.com

Department/General Resources for Providers	AmeriHealth Caritas Pennsylvania	AmeriHealth Caritas Northeast
Account Executive	www.amerhealthcaritaspa.com → Providers → Communications → Account executives F: 1-717-651-1673 , ATTN: [name]	www.amerhealthcaritasnortheast.com → Providers → Communications → Account executives F: 1-717-651-1673 , ATTN: [name]
Appeals (provider): Medical Denials (inpatient)	Inpatient appeals (put "Provider Appeals" on the envelope) AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast P.O. Box 7307, London, KY 40742	
Appeals (provider): Medical Denials (outpatient)	Outpatient appeals (put "Provider Appeals" on the envelope) AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast P.O. Box 7316, London, KY 40742	
Claims Address	AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast Claims Processing Department, P.O. Box 7118, London, KY 40742	
Contracting	P: 1-866-546-7972 option 2 F: 1-717-651-1673	P: 1-866-546-7972 option 3 F: 1-717-651-1673
Credentialing	P: 1-800-642-3510, option 2	P: 1-855-809-9204
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/AmeriHealth Caritas Northeast Informal Provider Disputes, P.O. Box 7329, London, KY 40742	
EDI Payer Identification Number	22248	77001
EDI Technical Support Line	P 1-877-234-4272	
EPSDT Unit	P: 1-855-300-8334 F: 1-866-208-8145	P: 1-877-693-8481 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/AmeriHealth Caritas Northeast 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	P: 1-800-588-8142 or www.radmd.com
NaviNet® (NantHealth)	P: 1-888-482-8057, option 1 www.navinet.net www.amerhealthcaritaspa.com or www.amerhealthcaritasnortheast.com → Providers → Resources → NaviNet	
Peer-to-Peer Hotline	P: 1-800-521-6622	
Pharmacy Authorization	F: 1-888-981-5202 Online: www.amerhealthcaritaspa.com → Pharmacy → Prior Authorization	F: 1-855-446-7905 Online: www.amerhealthcaritasnortheast.com → Pharmacy → Prior Authorization
Pharmacy Opioid Information Line	P: 1-800-578-0898 F: 1-877-708-9080	P: 1-888-208-1020 F: 1-877-693-8242
Pharmacy Services (PerformRxSM)	P: 1-866-610-2774	P: 1-888-208-1020
Provider Email Box (inquiries, requests)	provider.communications@amerihealthcaritaspa.com	providercommunications@amerihealthcaritasnortheast.com
Provider Services Department	P: 1-800-521-6007	P: 1-888-208-7370
Rapid Response and Outreach Team	P: 1-800-684-5503	P: 1-855-859-4110
Retention Unit	P: 1-855-737-7648 F: 1-866-208-8145	
Website	www.amerhealthcaritaspa.com	www.amerhealthcaritasnortheast.com



Clinical contacts		
Integrated Health Care Management	AmeriHealth Caritas Pennsylvania	AmeriHealth Caritas Northeast
Bright Start® (maternity services, ONAF submission)	P: 1-877-364-6797, opt. 2 F: 1-866-755-9935	P: 1-888-208-9528, opt. 1 F: 1-855-809-9205
Integrated Health Care Management Department	P: 1-877-693-8271, opt. 2 F: 1-866-755-0030	P: 1-888-208-5966, opt. 2 F: 1-888-208-9532
Missed Shift Care Reports	Email: shiftcaremailbox@amerihealthcaritasnortheast.com	
Pediatric Shift Care	P: 1-800-521-6622 F: 1-866-755-0038	P: 1-888-498-0504 F: 1-888-743-3679
Special Needs Unit	P: 1-800-684-5503 F: 1-866-755-0030	P: 1-888-498-0766 F: 1-888-208-9532
Utilization Management	AmeriHealth Caritas Pennsylvania	AmeriHealth Caritas Northeast
Admission Notification	P: 1-800-521-6622 F: 1-888-742-2377	P: 1-888-498-0504 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)	P: 1-888-498-0504 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 1-888-498-0504, concurrent review prompt)
Durable Medical Equipment (DME) Authorization	P: 1-800-521-6622 F: 1-866-755-9841	P: 1-888-498-0504 F: 1-888-208-2346
Prior Authorization	P: 1-800-521-6622 F: 1-866-755-9949 www.amerihealthcaritaspa.com → Providers → Prior authorization	P: 1-888-498-0504 F: 1-888-743-5551 www.amerihealthcaritasnortheast.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	AmeriHealth Caritas Pennsylvania	AmeriHealth Caritas Northeast
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	P: 1-855-809-9200
Nurse Call Line (24 hours a day, 7 days a week)	P: 1-866-566-1513	P: 1-888-404-7406
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

Member Copayment Schedule Updated: October 2017

Services	Adult Medical Assistance members ages 18 and older copays
Ambulance (non-emergency)	No copay
Ambulatory surgical center	\$3 per visit
Birth center	No copay
Blood and blood products	No copay
Chiropractor	\$1 per visit
Dentist	No copay
Durable medical equipment (purchase)	Sliding scale
Durable medical equipment (rent)	No copay
Emergency room services	No copay
EPSDT services	No copay
Family planning	No copay
FQHC/RHC	No copay
Home health agency services	No copay
Hospice	No copay
Hospital: inpatient (acute)	\$3 day/max \$21
Hospital: inpatient (rehab)	\$3 day/max \$21
Hospital: outpatient clinic	No copay
Laboratory tests	No copay
Medical supplies	No copay
Nurse midwife (maternity services)	No copay
Obstetrician/gynecologist	No copay
Optometrist	No copay
Oxygen	No copay
Physician/CRNP	No copay
Podiatrist	\$1 per visit
Portable X-ray	\$1 per visit
Prescription brand name Rx	\$3 per prescription or refill
Prescription generic Rx	No copay
Renal dialysis	No copay
Short procedure unit	\$3 per visit
Skilled nursing facility	No copay
Tobacco cessation	No copay

Notes:

- Copays do not apply to members who are:
 - Pregnant (including postpartum care).
 - Under 18 years of age.
 - 18 through 20 years of age and qualify for Medical Assistance under Title IV-B Foster Care or Title IV-E Foster Care and Adoption Assistance.
 - In a long-term care facility (nursing home) or other medical institution (for example: intermediate care facility for mental retardation [ICF/MR]).
- Copays do not apply to services provided in an emergency situation or items costing less than \$2.
- For additional information about existing prior authorization policies and claim processing edits, please consult the AmeriHealth Caritas Northeast Member Handbook or the AmeriHealth Caritas Northeast Drug Formulary.
- Certain drugs do not have copays, such as:
 - High blood pressure drugs.
 - Cancer drugs.
 - Diabetes drugs.
 - Epilepsy drugs.
 - Heart disease drugs.
 - Mental health drugs (except for anti-anxiety drugs that are controlled substances, such as alprazolam and diazepam).
 - Anti-Parkinson drugs.
 - Anti-glaucoma drugs.
 - Drugs used only to treat HIV/AIDS.
 - Drugs, including immunizations, that members can get in a health care provider's office.

This is not a complete list of services that do not have copays. Please call Member Services with questions.

A provider participating in the Medical Assistance program may not deny covered care or services to an eligible Medical Assistance recipient because of the recipient's inability to pay the copayment amount. [55 Pa Code §1101.63(b)(7)]

Important phone numbers Updated: October 2017

Behavioral health treatment contact numbers

Behavioral health treatment includes mental health and drug and alcohol services. These services are available for any AmeriHealth Caritas Northeast member through your local county mental health and drug and alcohol office. If you need these services, help is available 24 hours a day, 7 days a week. Call the toll-free number for the county where you live to speak to someone and make an appointment.

County	Behavioral health treatment contact numbers
Bradford, Centre, Columbia, Juniata, Mifflin, Montour, Northumberland, Schuylkill, Snyder, Sullivan, Tioga, Union, Wayne	1-866-878-6046
Carbon, Monroe, Pike	1-866-473-5862
Clinton, Lycoming	1-855-520-9787
Lackawanna, Luzerne, Susquehanna, Wyoming	1-866-668-4696

Medical Assistance Transportation Program (MATP)

The Medical Assistance Transportation Program (MATP) is a special transportation service for people who receive Medical Assistance. This program is not for emergencies. (If you have an emergency, call **911**.) To get MATP services, you have to register for the service by calling your county service number listed below. You will need to show your Pennsylvania ACCESS card when receiving these services.

MATP services phone numbers may change. Please visit <http://matp.pa.gov> for the most up-to-date phone numbers.

County	MATP services phone numbers	County	MATP services phone numbers
Bradford	1-570-888-7330 or 1-800-242-3484	Montour	1-800-632-9063
Carbon	1-570-669-6380 or 1-800-990-4287	Northumberland	1-800-632-9063
Centre	1-814-355-6807	Pike	1-570-296-3408 or 1-866-681-4947
Clinton	1-570-323-7575 or 1-800-206-3006	Schuylkill	1-570-628-1425 or 1-888-656-0700
Columbia	1-800-632-9063	Snyder	1-800-632-9063
Juniata	1-717-242-2277 or 1-800-348-2277	Sullivan	1-570-888-7330 or 1-800-242-3484
Lackawanna	1-570-963-6482	Susquehanna	1-570-278-6140 or 1-866-278-9332
Luzerne	1-570-288-8420 or 1-800-679-4135	Tioga	1-570-888-7330 or 1-800-242-3484
Lycoming	1-570-323-7575 or 1-800-222-2468	Union	1-800-632-9063
Mifflin	1-717-242-2277 or 1-800-348-2277	Wayne	1-570-253-4280 or 1-800-662-0780
Monroe	1-570-839-8210 or 1-888-955-6282	Wyoming	1-570-278-6140 or 1-866-278-9332

This managed care plan may not cover all your health care expenses. Read your contract carefully to determine which health care services are covered.

AmeriHealth Caritas Northeast complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-809-9200 (TTY 1-855-859-4109).

Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-809-9200 (TTY 1-855-859-4109).

Внимание: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-809-9200 (телетайп 1-855-859-4109).

Coverage by AmeriHealth First.

ACN_1775853



For the full nondiscrimination notice, go to www.amerhealthcaritasnortheast.com.

www.amerhealthcaritasnortheast.com