

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	shiftcaremailbox@amerihealthcaritas.com	shiftcaremailbox@amerihealthcaritasnortheast.com
Pediatric Shift Care	P: 1-800-684-5503 F: 1-866-755-0038	P: 1-888-498-0766 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