AmeriHealth Ancillary Quick Reference Guide

This document represents a brief summary of claims, billing, and credentialing information. For more details, refer to your *Partners in Health Update* or our website, www.amerihealth.com; contact your ancillary coordinator; or call Provider Services at 1-800-275-2583. For provider supplies, call our Provider Supply Line at 1-800-858-4728.

	Description	Reference
Electronic transactions	**NaviNet® – online provider portal** All participating providers with Internet access are eligible to register for NaviNet. Among the tasks that can be performed: • confirm eligibility and benefits; • review claims data; • submit claim adjustment requests via Claim INFO; • submit and view authorizations; • send or review referrals;	For entire list of NaviNet services and portal registration, go to: **www.amerihealth.com/navinet/**, or call the eBusiness Provider Hotline at **856-638-2701**.
	Interactive Voice Response (IVR) — telephone access for the following transactions: • verify member eligibility; • referral submission for HMO/POS members.	Call **1-800-275-2583.** For detailed instructions, visit our website: **www.amerihealth.com/ivr/**
Eligibility and benefits	Prior to performing service: • Check member's ID card or enrollment/change form. • Utilize NaviNet or IVR to confirm eligibility and benefits. **Note:** Incorrect member ID# and eligibility are the main causes of front-end claim rejections.	For complete information, see above reference for NaviNet registration, or obtain additional information at: **www.amerihealth.com/providers/** IVR — Verify eligibility by calling **1-800-275-2583.**
Electronic billing	Electronic billing is our preferred billing method and ensures faster payment. Important resources are available on our website. Those resources include: • HIPAA Companion Guides; • sample transactions; • AmeriHealth payer ID list; • CMS 1500 08/05 and UB04 guide.	To inquire about electronic claims submissions, call 215-241-2305, or visit our website at: **www.amerihealth.com/edi/**
Claims mailing address	AmeriHealth Processing Center P.O. Box 41574 Philadelphia, PA 19101-1574 (All HMO/POS, PPO/CMM claims) AmeriHealth Administrators 720 Blair Mill Road Horsham, PA 19044 (TPA claims)	For complete list of claims-related mailing addresses, visit our website at: **www.amerihealth.com/claims_submission.html**
National Provider Identifier (NPI)	All claims must be submitted with *valid and registered* NPI. The top three reasons for front-end rejections of NPI claims are: • The NPI is missing from claim. • The NPI is entered incorrectly. • The NPI is unregistered with AmeriHealth.	For additional NPI information, or to register your NPI, visit our website: **www.amerihealth.com/npi/**
	CMS 1500 Form 08/05 (provider related fields) 24J — Rendering Provider entity type 1 NPI 33a — Billing Provider NPI *use correct entity type as indicated below*: • entity type 2 if incorporated; • entity type 1 if sole proprietor.	For complete CMS 1500 (08/05) billing requirements, visit our website at: **www.amerihealth.com/claim_requirements**
Credential/ recredential information	Contact us for credentialing or recredentialing services, such as: • request an application for a new provider joining your practice; • questions pertaining to the recredentialing process.	Call Credentialing and Network Support at **1-866-227-2186.**

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	Description			Reference
Provider services and precertification	**(HMO, POS, POS Plus, PPO, and CMM)** For policies, procedures, claims, general inquiries, and precertification Hours: Mon. – Fri., 8 a.m. – 5 p.m. TTY/TDD (1-888-857-4816)			Call **1-800-275-2583.** For the complete list of contact information, visit our website at: **www.amerihealth.com/providers_contact**
Laboratory services*	HMO/POS	PPO	HMO Plus/POS Plus	To find a participating laboratory, visit our website at: **www.amerihealth.com/find_a_provider/**
	No referral required if member uses PCP-designated participating lab.	No referral required. Use in-network lab. Level I and II services may be performed in physician office.	No referral and precertification required if member uses PCP-designated lab or any participating lab.	
Radiology services*	**Southern New Jersey†**			For online precertification, use NaviNet link to AIM website, or call AIM at **1-800-859-5288**. No referral required for screening/diagnostic mammography when performed by a participating provider. To find a participating radiology site, visit our website at: **www.amerihealth.com/find_a_provider/**
Outpatient, non-emergent services are provided through a network of contracted providers. Precertification is required through American Imaging Management (AIM) for CT/CTA, MRI, MRA, nuclear cardiology studies, PET scans, PET/CT fusion scans. As such, no referral is required for AIM services for HMO/POS members.	HMO/POS	PPO	HMO Plus/POS Plus	
	Referral required. Use PCP designated site. POS members may self-refer to another participating site, but will be subject to deductible/coinsurance.	No referral required. Use any participating radiological provider.	No referral and precertification required if member uses PCP's designated radiology provider or any participating radiology provider.	
	Northern New Jersey‡			
	HMO/POS	PPO	HMO Plus/POS Plus	
	Referral required. Use any participating radiological provider.	No referral required for radiology studies. Use any participating radiological provider.	No referral required. Use any participating radiological provider.	
Physical therapy (PT)*	**Southern New Jersey†**			To find a participating physical therapy site, visit our website at: **www.amerihealth.com/find_a_provider/**
	HMO/POS	PPO	HMO Plus/POS Plus	
	Referral required. Use PCP-designated provider.	No referral required. Use any participating physical therapy provider.	No referral and precertification required if member uses PCP's designated PT site or any participating PT site.	
	Northern New Jersey‡			
	HMO/POS	PPO	HMO Plus/POS Plus	
	Use any participating physical therapy provider.	No referral required. Use any participating physical therapy provider.	No referral required. Use any participating physical therapy provider.	

* Please verify member benefits via NaviNet® or IVR prior to rendering service.
By using participating providers, our member's out-of-pocket costs are reduced.
† AmeriHealth southern New Jersey region includes: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, Salem, and Ocean counties.
‡ AmeriHealth northern New Jersey region includes: Bergen, Essex, Hudson, Hunterdon, Middlesex, Monmouth, Morris, Passaic, Somerset, Sussex, Union, and Warren counties.
® Navinet is a registered trademark of Navimedix, Inc.

AmeriHealth HMO, Inc.
AmeriHealth Insurance Company of New Jersey

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