

# AmeriHealth Professional Quick Reference Guide



This document represents a brief summary of claims, billing, and credentialing information. For more details, refer to your Provider Manual CD, *Partners in Health Update* or our website, [www.amerhealth.com](http://www.amerhealth.com); contact your network 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		
<b>Electronic transactions</b>	<p><b>NaviNet® — online provider portal</b> All participating providers with Internet access are eligible to register for NaviNet. Among the tasks that can be performed:</p> <ul style="list-style-type: none"> <li>confirm eligibility and benefits;</li> <li>review claims data;</li> <li>submit claim adjustment requests via Claim INFO;</li> <li>submit and view authorizations;</li> <li>send or review referrals.</li> </ul>	For entire list of NaviNet services and portal registration, go to: <a href="http://www.amerhealth.com/navinet/">www.amerhealth.com/navinet/</a> , or call the eBusiness Provider Hotline at <b>856-638-2701</b> .		
	<p><b>Interactive Voice Response (IVR)</b> — telephone access for the following transactions:</p> <ul style="list-style-type: none"> <li>Verify member eligibility.</li> <li>Referral submission for HMO/POS members.</li> </ul>	Call <b>1-800-275-2583</b> . For detailed instructions, refer to the Provider Manual CD, Transactions section, or visit our website: <a href="http://www.amerhealth.com/ivr/">www.amerhealth.com/ivr/</a>		
<b>Eligibility and benefits</b>	<p>Prior to performing service:</p> <ul style="list-style-type: none"> <li>Check member's ID card or enrollment/change form.</li> <li>Utilize NaviNet or IVR to confirm eligibility and benefits.</li> </ul> <p><b>Note:</b> Incorrect member ID# and eligibility are the main causes of front-end claim rejections.</p>	For complete information, refer to the Provider Manual CD, Administration Procedures Member Eligibility section. See above reference for NaviNet registration, or obtain additional information at: <a href="http://www.amerhealth.com/providers/">www.amerhealth.com/providers/</a> IVR — Verify eligibility by calling <b>1-800-275-2583</b>		
<b>Electronic billing</b>	<p>Electronic billing is our preferred billing method and ensures faster payment.</p> <p>Important resources are available on our website. Those resources include:</p> <ul style="list-style-type: none"> <li>HIPAA Companion Guides;</li> <li>sample transactions;</li> <li>AmeriHealth payer ID list;</li> <li>CMS 1500 08/05 and UB04 guide.</li> </ul>	To inquire about electronic claims submissions, call 215-241-2305, or visit our website at: <a href="http://www.amerhealth.com/edi/">www.amerhealth.com/edi/</a>		
<b>Claims mailing address</b>	<table border="0"> <tr> <td>AmeriHealth Processing Center P.O. Box 41574 Philadelphia, PA 19101-1574 (All HMO/POS, PPO/CMM claims)</td> <td>AmeriHealth Administrators 720 Blair Mill Road Horsham, PA 19044 (TPA claims)</td> </tr> </table>	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, refer to the Provider Manual CD, General Information section.
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)			
<b>National Provider Identifier (NPI)</b>	<p>All claims must be submitted with <i>valid and registered</i> NPI. The top three reasons for front-end rejections of NPI claims are:</p> <ul style="list-style-type: none"> <li>The NPI is missing from claim.</li> <li>The NPI is entered incorrectly.</li> <li>The NPI is unregistered with AmeriHealth.</li> </ul>	For additional NPI information, or to register your NPI, visit our website: <a href="http://www.amerhealth.com/providers/npi/">www.amerhealth.com/providers/npi/</a>		
	<p><b>CMS 1500 Form 08/05 (provider related fields)</b></p> <p>24J — Rendering Provider entity type 1 NPI</p> <p>33a — Billing Provider NPI use <i>correct entity type as indicated below</i>:</p> <ul style="list-style-type: none"> <li>entity type 2 if incorporated;</li> <li>entity type 1 if sole proprietor.</li> </ul>	For complete CMS 1500 (08/05) billing requirements, visit our website at: <a href="http://www.amerhealth.com/claim_requirements">www.amerhealth.com/claim_requirements</a>		
<b>Credential/ recredential information</b>	<p>Contact us for credentialing or recredentialing services, such as:</p> <ul style="list-style-type: none"> <li>request an application for a new provider joining your practice;</li> <li>questions pertaining to the recredentialing process;</li> <li>questions about CAQH.</li> </ul>	Call Credentialing and Network Support at <b>1-866-227-2186</b> .		

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	Description			Reference
<b>Provider services and precertification</b>	<b>(HMO, POS, POS Plus, PPO, and CMM)</b> For policies, procedures, claims, general inquiries, and precertification Hours: Mon. – Fri., 8 a.m. – 5 p.m. TTY/TDD (1-888-857-4816)			Call <b>1-800-275-2583</b> . For complete list of contact information, refer to Provider Manual CD, General Information, Contact Information sections.
<b>Laboratory services*</b>	HMO/POS	PPO	HMO Plus/POS Plus	See Provider Manual CD, Specialty Programs and Laboratory Services section for complete information, including information on Stat lab, Level III, and specialized pathology tests. To find a participating laboratory, visit our website at: <b><a href="http://www.amerihhealth.com/find_a_provider/">www.amerihhealth.com/find_a_provider/</a></b>
	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 or precertification required if member uses PCP-designated lab or any participating lab.	
<b>Radiology services*</b> <i>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.</i>	<b>Southern New Jersey†</b>			Provider Manual CD, Radiology Services section for complete information, including referral exceptions. <ul style="list-style-type: none"> <li>For online precertification, use NaviNet link to AIM website, or call AIM at <b>1-800-859-5288</b>.</li> <li>No referral required for screening/diagnostic mammography when performed by a participating provider.</li> </ul> To find a participating radiology site, visit our website at: <b><a href="http://www.amerihhealth.com/find_a_provider/">www.amerihhealth.com/find_a_provider/</a></b>
	HMO/POS	PPO	HMO Plus/POS Plus	
	<b>Referral required.</b> 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.	
	<b>Northern New Jersey‡</b>			
	HMO/POS	PPO	HMO Plus/POS Plus	
	<b>Referral required.</b> Use any participating radiological provider.	No referral required. Use any participating radiological provider.	No referral required. Use any participating radiological provider.	
<b>Physical therapy (PT)*</b>	<b>Southern New Jersey†</b>			See Provider Manual CD, Specialty Programs and Lab Services – Short Term Rehabilitation Therapy (STRT) section for complete information. To find a participating physical therapy site, visit our website at: <b><a href="http://www.amerihhealth.com/find_a_provider/">www.amerihhealth.com/find_a_provider/</a></b>
	HMO/POS	PPO	HMO Plus/POS Plus	
	<b>Referral required.</b> 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.	
	<b>Northern New Jersey‡</b>			
	HMO/POS	PPO	HMO Plus/POS Plus	
	<b>Referral required</b> 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.

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