Attention: Changes to the Provider Automated System

AmeriHealth is making changes to the functionality available through the Provider Automated System. Please read this notice carefully if you currently use the Provider Automated System, as your day-to-day operations may be affected.

Changes to the Provider Automated System are happening in a phased approach:

- **Referrals and encounters**: You can no longer submit or retrieve referrals or submit encounters using the Provider Automated System. Primary care physicians should use the NaviNet® web portal to submit encounter data and referrals to AmeriHealth.
- **All additional functionality**: Beginning in January 2014 and continuing through mid-2015, AmeriHealth Pennsylvania members will be migrated to a new operating platform in stages, generally based on when the customer/member’s contract renews. Once an AmeriHealth Pennsylvania member has been migrated to the new platform, you will no longer be able to use the Provider Automated System for that member. This includes all additional functionality, such as eligibility and claims status. You must use NaviNet to retrieve this information.

Visit our Upcoming System and Process Changes site at www.amerihealth.com/pnc/upcomingchanges for the most up-to-date information about these changes. A Frequently Asked Questions document and communication archive are available for your reference.

Navigating the Provider Services Automated Telephone System

When you call Provider Services, you have the option to “speak” with our system 24 hours a day, 7 days a week, by simply saying what you need. When you want a quick response to a basic question, or you need to call after business hours, our Provider Automated System uses voice-recognition to help you in an easy-to-follow conversation.

**Note:** Many of the transactions available through Provider Services are also available electronically through the NaviNet® web portal. As of April 1, 2013, all participating providers are required to be NaviNet-enabled. If you would like to register your office location for NaviNet, visit www.navinet.net and select Sign Up from the top right. If your office is currently NaviNet-enabled but would like training on how to submit or retrieve a referral or submit an encounter, please contact our eBusiness Provider Hotline at 215-640-7410 for providers in Pennsylvania and Delaware or at 609-662-2565 for providers in New Jersey.

Connecting to the Provider Automated System

Before you call the Provider Automated System, make sure you have the following numbers ready, as you will need them to retrieve information:

- National Provider Identifier (NPI) or 10-digit corporate ID number
- tax ID number

To call the Provider Automated System, dial 1-800-275-2583 for providers in Pennsylvania and Delaware or 1-888-YOUR-AH1 (1-888-968-7241) for providers in New Jersey and say Provider. Throughout your call, you will be guided by voice prompts that will help you to complete your desired transaction.
First choose from one of the following menu options:

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**Note:** For behavioral health information and services, providers should call the number on the member’s ID card under mental health/substance abuse.

### Member eligibility/benefits

**Step 1:** Say *member eligibility.*

**Step 2:** Say your NPI or corporate ID number.

**Step 3:** Say the last four digits of the tax ID number associated with the NPI or corporate ID number that you gave.

**Step 4:** Say a valid member ID number. (Use only the numeric portion of the ID number.)

**Step 5:** If there is only one member based on the information you entered, the system will confirm the name. If there are multiple members based on the information you entered, the system will ask you to choose the member you are calling about.

**Step 6:** To receive all member eligibility information, say *all.* You can also say *copay* for copayment information only.

**Step 7:** Say your fax number to receive information via fax (optional).

### Claims status

**Step 1:** Say *claims status.*

**Step 2:** Say your NPI or corporate ID number.

**Step 3:** Say the last four digits of the tax ID number associated with the NPI or corporate ID number that you gave.

**Step 4:** Say a valid member ID number. (Use only the numeric portion of the ID number.)

**Step 5:** Say the date of service.

**Step 6:** If there is only one claim based on the information you entered, the system will confirm the claim. If there are multiple claims based on the information you entered, the system will ask you to choose the claim you are calling about.

**Step 7:** Say your fax number to receive information via fax (optional).
Authorizations
Through the authorizations portion of the Provider Automated System, you can retrieve:

- the status of an existing authorization;
- detailed information about your authorization.

To get the status of an existing authorization, be sure to have the NPI or 10-digit corporate ID number and the tax ID that is directly associated with the authorization you are attempting to inquiry. Only the provider associated with the authorization will be able to retrieve the status. The more detailed information you are able to provide, the better the search capability will be.

Search criteria include:

- reference number;
- authorization number (be sure to say the dash);
- date range (enter a specific month and day or just a month – the year is optional – and search for services with dates that fall within 60 days in the past and 180 days in the future).

To get detailed information about an authorization, say hear details. You can also say next authorization or new search to skip through authorizations.

Connections® Health Management Program
Through Connections, condition management is available 24/7/365 to eligible members for common chronic conditions such as asthma, diabetes, COPD, and hypertension. To refer a patient to a Health Coach today, call 1-800-275-2583 for providers in Pennsylvania and Delaware or 1-888-YOUR-AH1 (1-888-968-7241) for providers in New Jersey. Then say More Options, and then Connections Program. Note: You can also refer a member online by completing the Physician Referral Form at www.amerihealth.com/providerforms. For more information, go to www.amerihealth.com/providerconnections.

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