



**AmeriHealth Caritas**<sup>™</sup>

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# New Hampshire

November 21, 2019

Dear Provider:

AmeriHealth Caritas New Hampshire is pleased to be part of the New Hampshire Medicaid care management program. We will work together with you to help our members get care, stay well, and build healthy communities.

We want you to have information about the health plan to help you deliver the best care possible. Visit our provider portal at [www.amerihealthcaritasnh.com](http://www.amerihealthcaritasnh.com) to access these resources:

- [Provider manual](#), [provider reference guide](#), and [claims filing instructions](#).
- [Frequently asked questions](#) about working with us, including how to get paid, [request prior authorization](#), and verify eligibility and benefits.
- [Drug formulary](#) and [pharmacy prior authorization process](#).
- [Electronic funds transfer \(EFT\)](#): EFT simplifies reimbursement by replacing paper checks with direct deposit. Enroll in EFT with Change Healthcare to help minimize risk, reduce administrative overhead, and receive payments more quickly.
- [Submit claims electronically](#): We work with Change Healthcare to speed your claim payments. If you are able to send electronic data interchange (EDI) claims to Change Healthcare either directly or via another clearinghouse or vendor, you may submit claims electronically. Our EDI payer ID # is **87716**. For assistance, contact Change Healthcare provider support at **1-877-363-3666**, or visit [www.changehealthcare.com](http://www.changehealthcare.com).
- [NaviNet, which](#) allows easy access to member eligibility verification, claims submission and status reports, claims investigation information, prior authorization submission, and member panel rosters for primary care providers. NaviNet helps speed the provider-health plan connection and can often replace paper transactions. Visit [navinet.secure.force.com](http://navinet.secure.force.com) to sign up. If you need more information or assistance, call NaviNet at **1-888-482-8057**.

## [Join our network](#)

We want to work with dedicated providers like you to improve the lives of AmeriHealth Caritas New Hampshire members.

## **Medicare coordination of benefits claims**

If you are seeking reimbursement for Medicare coordination of benefits (COB) claims for one of our members for dates of service from September 1, 2019, through November 14, 2019, you must submit one claim to the Centers for Medicare & Medicaid Services (CMS) and another to us for secondary adjudication. Please send claims to us with the explanation of benefits (EOB) from the primary payer

within 60 days of the date on the EOB. After November 14, Medicare COB claims will be crossed over to AmeriHealth Caritas New Hampshire, and you will no longer need to submit them separately.

### **Prior authorization for therapy services**

Please note the following additional information to clarify prior authorization requirements for therapy services.

The first six visits of home-based therapy services (regardless of modality), including home health skilled nursing, do not require prior authorization. Prior authorization is required after the first six visits.

Prior authorization is required for outpatient physical, occupational, or speech therapy after the 12th visit per modality. Members age 21 and older are limited to 20 visits per modality per fiscal year. To help you track your visits and ensure you do not receive a denial for services because of failure to request prior authorization beginning with the 13th visit we encourage you to notify us of the first 12 visits by:

- Calling Utilization Management at **1-833-472-2264**.
- Faxing Utilization Management at **1-833-469-2264**.
- Submitting notification via the provider portal.

For additional information about prior authorization, visit [the prior authorization page of our website](#).

### **Clinical Laboratory Improvement Amendments (CLIA)**

AmeriHealth Caritas New Hampshire may not have your CLIA number on file. We may reach out to collect your practice CLIA information to update our systems and prevent your claims from pending for review. You may also provide your CLIA number by calling your Account Executive, or by calling Provider Services at **1-833-599-1479**.

### **[Report fraud, waste, and abuse](#)**

You play a vital role in helping to protect the integrity of the New Hampshire Medicaid program. To report suspected fraud, waste, or abuse, call the AmeriHealth Caritas New Hampshire Fraud, Waste, and Abuse Hotline at **1-866-833-9718** or email [fraudtip@amerihealthcaritas.com](mailto:fraudtip@amerihealthcaritas.com).