



# AmeriHealth Caritas™

## New Hampshire

**To:** AmeriHealth Caritas New Hampshire Providers

**Date:** March 7, 2024

**Subject:** Claim Submission Options Update

**Summary: While Change Healthcare continues to address their network interruption related to a cyber security incident, AmeriHealth Caritas New Hampshire has established alternative claims submission options for our providers.**

**Electronic claims submission:**

- AmeriHealth Caritas New Hampshire has established a connection with Availity to receive electronic claims. If you or your clearinghouse do not currently use Availity to submit claims, you may register at: <https://www.availity.com/Essentials-Portal-Registration>.
- You will find registration options for Healthcare and Atypical Provider, so please choose the one that aligns with your business.
- For registration process assistance and other resources, access the [training site](#) link on the Availity registration page.

**Direct entry (manual) claim submission:**

- AmeriHealth Caritas New Hampshire has also established a direct claims entry process through PCH Global.
- To submit claims directly, please go to <https://pchhealth.global>
  - click the **Sign-Up** link in the upper right-hand corner to register.
  - Complete the registration process and log into your account. You will be asked how you heard about PCH Global; select **Payer**, then **AmeriHealth**.
  - Access your profile by clicking on **Manage User** and then **My Profile**. Upon completion of the profile information, go to the **Subscription Details** screen and select the **More** option on the right-hand side to enter the promo code **Exela-EDI**.
- When you are ready to submit claims, use the following information to search for our payer information:
  - Payer name: AmeriHealth
  - PO Box: 7387
- For a detailed walk through of the registration process, refer to the PCH Global Registration manual, found on the PCH Global website in the Resource Menu.

**Electronic remittance advice:** Electronic remittance are available at this time. However, some individual remittance advices may not be available due to Change Healthcare's security incident.



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**Prior authorization submission and processing:** The prior authorization systems continue to operate normally.

**Eligibility verification, claim status inquiry, and authorization inquiry:** These capabilities continue to be available via NaviNet. If you do not have access to NaviNet provider portal, please visit <https://register.navinet.net/> to sign up.

Please note, in the interim our Provider Services Department will not be able to assist with processing of your payments any sooner. If you have other questions, you may contact Provider Services at **1-888-599-1479**.