

# Provider Reference Guide

July 2024

<b>Provider Services</b>	<b>1-888-599-1479</b>
<p>For assistance with:</p> <ul style="list-style-type: none"> <li>• Eligibility checking.</li> <li>• Claims status inquiry.</li> <li>• Electronic data exchange (EDI) technical support.</li> <li>• Reporting demographic data changes.</li> <li>• Filing a complaint.</li> </ul>	
<p><b>New Hampshire Medicaid Management Information System (MMIS) Health Enterprise Portal</b></p> <p><a href="https://nhmmis.nh.gov/portals/wps/portal/">https://nhmmis.nh.gov/portals/wps/portal/</a></p>	
<b>NaviNet® provider portal</b>	<b>1-888-482-8057</b> <a href="http://navinet.navimedix.com">navinet.navimedix.com</a>
<b>Member Services</b> (24 hours a day, seven days a week)	<b>1-833-704-1177</b> <b>TTY: 1-855-534-6730</b> <b>Fax: 1-833-243-2264</b>
<b>Bright Start®</b> (maternity services)	<b>1-833-212-2264</b> <b>Fax: 1-833-807-2264</b>
<b>Credentialing</b>	<b>1-866-610-2770</b> <b>Fax: 1-215-863-6369</b>
<b>Vision</b>	<b>1-888-599-1479</b>
<p><b>Emergency room (ER) policy</b></p> <p>AmeriHealth Caritas New Hampshire does not require prior authorization for emergency services provided by in-network or out-of-network providers when a member seeks emergency care.</p>	
<b>24/7 Nurse Call Line for members</b>	<b>1-855-216-6065</b>
<p><b>Pharmacy services (PerformRx<sup>SM</sup>)</b> <a href="http://amerihealthcaritasnh.com/provider/pharmacy/">amerihealthcaritasnh.com/provider/pharmacy/</a></p>	
<p>PerformRx Member Services.....<b>1-888-765-6383</b> (711 relay for TTY assistance)</p> <p>PerformRx Provider Services.....<b>1-888-765-6394</b></p> <p>Pharmacy fax.....<b>1-866-880-3679</b></p> <p>CMHC fax number..... <b>1-855-839-3883</b></p>	

<b>Nonemergency medical transportation</b>	<b>1-833-301-2264</b>
<b>Utilization management</b>	<b>1-833-472-2264</b>
<p>Fax numbers:</p> <ul style="list-style-type: none"> <li>• Prior authorization.....<b>1-833-469-2264</b></li> <li>• Discharge planning (or concurrent review)....<b>1-833-468-2264</b></li> </ul>	

<b>Fraud and abuse hotline</b>	<b>1-866-833-9718</b>
<b>Rapid Response and Outreach Team/ Let Us Know</b>	<b>1-833-212-2264</b> <b>Fax: 1-833-828-2264</b>
<p>Call Monday – Friday, 8 a.m. to 5 p.m., for support with care coordination and member access to services.</p> <p>The Member Intervention Request form is available at <a href="http://www.amerhealthcaritasnh.com/provider/forms/">www.amerhealthcaritasnh.com/provider/forms/</a>.</p>	

<b>Arranging electronic services (EDI, EFT, and ERA)</b>	
<p>Contact your practice management or electronic data interchange (EDI) vendor to arrange for electronic claims or remittance transmissions. Or contact Change Healthcare at <b>1-877-363-3666</b> or visit <a href="http://www.changehealthcare.com">www.changehealthcare.com</a> to arrange:</p> <ul style="list-style-type: none"> <li>• Electronic claims submission (via EDI).</li> <li>• Electronic funds transfer (EFT).</li> <li>• Electronic remittance advice (ERA).</li> <li>• Electronic claims may also be submitted through Availity. To register with Availity, visit: <a href="https://www.availity.com/Essentials-Portal-Registration">https://www.availity.com/Essentials-Portal-Registration</a> and select “Healthcare” or “Atypical Provider,” whichever best aligns to your business.</li> </ul>	

<b>Peer-to-peer review</b>	<b>1-833-472-2264</b>
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**Timely claims filing**

- Original submission: no more than 120 days from date of service.
- Rejected claims: no more than 120 days from date of service.
- Denied claims: within 365 days of date of service.
- Third-party liability (TPL) claims: within 60 days of date of primary insurer’s explanation of benefits (EOB).

**Claims submission**

AmeriHealth Caritas New Hampshire electronic payer ID number: **87716**

AmeriHealth Caritas New Hampshire  
 Attn: Claims Processing Department  
 P.O. Box 7387  
 London, KY 40742-7387

For detailed information, see the AmeriHealth Caritas New Hampshire Claims Filing Instructions at <https://www.amerhealthcaritasnh.com/provider/forms/index.aspx>.

**Claims inquiry**

If a provider has concerns regarding any claim issue, claims status information is available by:

- Electronic claims submission (via EDI).
- Visiting NaviNet, our secure provider portal. Log on to [navinet.navimedix.com/sign-in](http://navinet.navimedix.com/sign-in) for web-based solutions for electronic transactions and information.
- Opening a claims investigation via NaviNet with the claims adjustment inquiry function.
- Calling Provider Services at **1-888-599-1479** and following the prompts.
- Calling your Account Executive for assistance.

**Provider appeals and complaints**

**Providers may file an appeal of an adverse action. Appeals must be submitted in writing to:**

AmeriHealth Caritas New Hampshire  
 Attn: Provider Appeals  
 P.O. Box 7388  
 London, KY 40742

For provider appeals (on behalf of a member and with written consent), call **1-833-704-1177** and follow the prompts.

**For provider complaints:**  
 Call Provider Services at **1-888-599-1479**.

**Prior authorization**

Services requiring prior authorization include, but are not limited to, the list below. For the most up-to-date and detailed listing of services that require authorization, please consult the provider manual or visit the provider pages of our website at [www.amerhealthcaritasnh.com](http://www.amerhealthcaritasnh.com). As a reminder, when you need to verify whether a service requires prior authorization, use the Prior Authorization Lookup Tool on the provider website at: <https://www.amerhealthcaritasnh.com/provider/resources/prior-authorization-lookup.aspx>

- Air ambulance.
- All out-of-network services, excluding emergency services.
- All unlisted miscellaneous and manually priced codes (including, but not limited to, codes ending in “99”).
- All inpatient hospital admissions, including medical, surgical, skilled nursing, long-term acute, and rehabilitation services.
- Home health care (physical, occupational, and speech therapies) and skilled nursing (after six combined visits, regardless of modality).
- Durable medical equipment (DME) rentals.
- Mental health inpatient admissions.
- Transcranial and vagus nerve stimulation.
- Electroconvulsive therapy (ECT).
- Mental health partial hospitalization program.
- Mental health intensive outpatient program.
- Psychological and neuropsychological testing.
- External infusion pumps, spinal cord neurostimulators, implantable infusion pumps, radiofrequency ablation, nerve blocks, and epidural steroid injections.
- Pharmacy and medications: Contact PerformRx at **1-888-765-6394**.
- Outpatient physical, occupational, or speech therapy: Prior authorization is required after the 12th visit per modality; benefit limit for members age 21 and older is 20 visits per modality per fiscal year.
- Outpatient radiology services requiring prior authorization by National Imaging Associates Inc. (NIA) at [www.radmd.com](http://www.radmd.com) or **1-800-424-4784**:
  - Nuclear cardiology.
  - Computed tomography (CT).
  - CT angiography.
  - Coronary CT angiography.
  - Magnetic resonance angiography (MRA).
  - Magnetic resonance imaging (MRI).
  - Myocardial perfusion imaging (MPI).
  - Positron emission tomography (PET).

**Other important contact information**

New Hampshire Department of Health and Human Services (DHHS)  
 129 Pleasant Street, Concord, NH 03301-3852

New Hampshire DHHS Provider Services:  
**1-866-291-1674** or **1-603-223-4774**  
 Monday – Friday, 8 a.m. – 4:30 p.m. ET

Report child abuse to the New Hampshire DHHS Division for Children, Youth & Families by phone at **1-603-271-6562 (TTY 1-800-735-2964)**, toll free (in state only) at **1-800-894-5533**, or by fax at **1-603-271-6565**.

Report adult abuse to the New Hampshire DHHS Bureau of Elderly and Adult Services at **1-603-271-7014** or toll-free (in state only) at **1-800-949-0470**.

Report domestic violence to the New Hampshire DHHS Division for Children, Youth & Families by phone at **1-866-644-3574**.

