

AmeriHealth Caritas District of Columbia

Administrative Ease & E-Solutions



AmeriHealth Caritas[™]

District of Columbia

Administrative Ease and E-Health Solutions

Administrative efficiency is achieved through electronic claims submission (EDI), electronic remittance advice (ERA), electronic funds transfer (EFT), web-based reporting and electronic referrals/prior authorizations.

Web-Based Portal Functions:

- Member Eligibility
- Member Rosters
- Care Gap Identification and Reporting
- Third Party Liability Information (TPL)
- Claims Status & Updates
- Prior Authorization for Many Services
- HEDIS Performance

Electronic (EDI) Claims

AmeriHealth Caritas DC participates with Emdeon to offer EDI solutions. As long as you have the capability to send EDI claims to Emdeon, through direct submission or via another clearinghouse/vendor, you may submit claims electronically.

Electronic claim submissions to AmeriHealth Caritas DC follows the same process as other electronic commercial submissions.

To initiate electronic claims:

- Contact your practice management software vendor or EDI software vendor.
- Inform your vendor of AmeriHealth Caritas DC's EDI Payer ID#: **77002**.
- You may also contact Emdeon at **877-363-3666** or visit to www.emdeon.com for information on contracting for direct submission to Emdeon. AmeriHealth Caritas DC does not require Emdeon payer enrollment to submit EDI claims.

EFT and ERA

Electronic Funds Transfer (EFT)

EFT simplifies the payment process by:

- Providing fast, easy and secure payments
- Reducing paper
- Eliminating checks lost in the mail
- Not requiring you to change your preferred banking partner

You may enroll through our EFT partner, Emdeon by completing an enrollment form or by calling 866-506-2830.

New to Emdeon EFT?

Go to www.emdeon.com/epayment and select Enroll Now to initiate the enrollment process.

Existing Emdeon EFT User?

Complete and submit the “EFT Payer Add Change Delete Authorization Form” – available online at www.emdeon.com/epayment/enrollment/EFTPCF.php.

Electronic Remittance Advice (ERA) or 835 Transmissions

For information about, or to sign up to receive Electronic Remittance Advice (ERA), check with your practice management/hospital information system vendor to confirm that you have the ability to process ERA or 835 files. Your vendor should be able to provide instructions on how to receive ERA’s for AmeriHealth Caritas DC.

Many systems utilize this file to generate reports and auto-post payments. Your software vendor is responsible to facilitate ERA transmissions with Emdeon.

If your vendor does not have the ability to process ERA transmission, call Emdeon's customer service at **877-363-3666** and follow the appropriate prompts for alternative ERA options.

What is NaviNet?

- A web-based solution for providers, based in Boston.
- America’s largest real-time healthcare communications network, securely linking providers nationwide through a single website.

Provider Portal Access:

- Go to the “Providers” area of www.amerihealthcaritasdc.com and select “NaviNet”

Customer Care:

- Call 888-482-8057 or e-mail CustomerCare@NaviNet.net

NaviNet Functionality

- Eligibility Checking
- Claim Status Checking
- Referral Submission and Inquiry
- Panel Reports
- Member Care Gap Alerts and Reporting
- Member Clinical Summaries
- Single-Sign-On to JIVA for Electronic Prior Authorization Requests

Start Using NaviNet

If your office is not currently using NaviNet, you may enroll online at www.navinet.net by selecting **Sign Up** or via telephone by contacting NaviNet Customer Service at 888-482-8057.

Electronic Medical Prior Authorizations

JIVA is a web-based service for the submission of medical prior authorization requests.

Through NaviNet, providers have single-sign-on access to JIVA enabling them to:

- Request inpatient, outpatient, home care and DME services
- Submit extension of service requests
- Request prior authorization
- Verify elective admission authorization status
- Receive admission notifications and view authorization history
- Submit clinical review for auto-approval of requests for services

Electronic Pharmacy Prior Authorizations

You can complete and submit a pharmacy prior authorization request form online and your requests are instantly delivered to PerformRx.

What are the benefits?

- Reduce prior authorization review time
- Receive instant approvals for specific drugs
- Attach member-specific documents such as labs, chart notes, consults and more (formats: pdf, doc, xls, ppt, txt)
- Save unique provider information to speed up future submissions
- Print a summary page for easy reference

Electronic Pharmacy Prior Authorizations

Get started with the electronic pharmacy prior authorization form:

- Go to www.amerihealthcaritasdc.com.
- Select **Providers** at the top of the page.
- Select **Forms** from the left navigation.
- Choose to **Submit Online Prior Authorization Form**.
- Complete your form and submit.

Questions?

Contact 1-888-602-3741 for additional information or for help using this form.



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