

Welcome to AmeriHealth District of Columbia, the newest member of the AmeriHealth Caritas Family of Companies (AFC). In conjunction with our purchase of D.C. Chartered Health Plan, we will assume operations and begin serving members on May 1, 2013. With the partnership of providers like you, we aim to move forward and to deliver excellent care and improved health outcomes for our members.

This Provider Manual Supplement was designed to guide you through the transition from Chartered to AmeriHealth D.C. Here's a look at the changes affecting your office in the coming months...

What's Going to Change?

Effective May 1 st				
Account Executive Support	Providers will continue to be assigned to an Account Executive (AE) to act as a liaison and assist providers as needed. For more information or questions about this guide or the transition, please contact your Account Executive or the AmeriHealth D.C. Provider Services department at 202-408-2237 or toll-free at 888-656-2383.			
Claims with Dates of Service on or After May 1 st				
Claim Submission (Medical)	<p>Claims with <u>dates of service on or after May 1, 2013</u> may be submitted to AmeriHealth D.C. as follows:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Paper: AmeriHealth District of Columbia/<u>Medicaid</u> Attn: Claims Processing Department P.O. Box 7342 London, KY 40742</p> </td> <td style="width: 10%; text-align: center; vertical-align: middle;">OR</td> <td style="width: 40%; vertical-align: top;"> <p>AmeriHealth District of Columbia/<u>Alliance</u> Attn: Claims Processing Department P.O. Box 7354 London, KY 40742</p> </td> </tr> </table> <p>Electronic: AmeriHealth D.C. participates with Emdeon. As long as you have the capability to send EDI claims to Emdeon, whether through direct submission or through another clearinghouse/vendor, you may submit claims electronically. Electronic claim submissions to AmeriHealth D.C. should follow the same process as other electronic commercial submissions.</p> <p>To initiate electronic claims:</p> <ul style="list-style-type: none"> Contact your practice management software vendor or EDI software vendor. Inform your vendor of AmeriHealth D.C.'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 D.C. does not require Emdeon payer enrollment to submit EDI claims. 	<p>Paper: AmeriHealth District of Columbia/<u>Medicaid</u> Attn: Claims Processing Department P.O. Box 7342 London, KY 40742</p>	OR	<p>AmeriHealth District of Columbia/<u>Alliance</u> Attn: Claims Processing Department P.O. Box 7354 London, KY 40742</p>
<p>Paper: AmeriHealth District of Columbia/<u>Medicaid</u> Attn: Claims Processing Department P.O. Box 7342 London, KY 40742</p>	OR	<p>AmeriHealth District of Columbia/<u>Alliance</u> Attn: Claims Processing Department P.O. Box 7354 London, KY 40742</p>		
Please Note: AmeriHealth D.C. is not financially liable for claims with <u>dates of service prior to May 1, 2013.</u>				

Claims with Dates of Service on or After May 1st

Claim Inquiries (Medical)	For inquiries regarding claims with <u>dates of service</u> on or after May 1, 2013, please call the AmeriHealth D.C. Provider Services department at 202-408-2237 or 888-656-2383.
Claim Disputes (Medical)	For claims with <u>dates of service on or after May 1, 2013</u> , disputes may be submitted to AmeriHealth D.C. in writing, along with supporting documentation, to: AmeriHealth District of Columbia Attn: Claim Disputes P.O. Box 7358 London, KY 40742
Please Note: AmeriHealth D.C. is not financially liable for claims with <u>dates of service prior to May 1, 2013.</u>	

Effective May 1st

Prior Authorization Requests (Medical)	<p>Prior authorization requests may be submitted to the AmeriHealth D.C. Utilization Management department via :</p> <ul style="list-style-type: none"> • Telephone: 202-408-4823 or 800-408-7510 • Fax: 202-408-1031 or 877-759-6216 <p>The Utilization Management department hours of operation are 8 a.m. to 5:30 p.m., Monday through Friday.</p> <p>The review of prior authorization requests for radiology services has been delegated to a vendor; those requests must be directed to 877-517-9177.</p>
About Medical Necessity Determinations	Please Note: Chartered was using Milliman Care Guidelines to determine medical necessity. On May 18, 2013 , AmeriHealth D.C. will transition to using the McKesson InterQual Criteria to determine medical necessity. These criteria will be used to assist AmeriHealth D.C. in making medical necessity determinations to guide the care of our Medicaid and Alliance members.
Peer-to-Peer Provider Access	Peer-to-peer provider access will be available from AmeriHealth D.C. at 877-759-6274. Through this dedicated peer-to-peer telephone line, providers may discuss a medical determination with a physician in the Medical Management department. Providers must call within two business days of notification of the determination (or prior to member discharge from a facility when the determination applies to an inpatient case).

Effective May 1st

Care Coordination

- Care Coordination will be available from AmeriHealth D.C. via our Rapid Response Team. Members and providers may request support by calling the Rapid Response team at 877-759-6224 or faxing to 888-607-6405.
- Complex Care Management is a highly coordinated team that focuses on the needs of individuals with very complex needs that may include multiple chronic diagnosis, dual medical / behavioral health conditions, substance abuse related conditions, and the developmentally or cognitively challenged. Providers may make a referral to the CCM Program by calling the Rapid Response team at 877-759-6224 or faxing to 888-607-6405.
- Maternity Management will also be available from AmeriHealth D.C. via our Bright Start® Program. Providers may contact Bright Start® at 877-759-6883 or by fax to 888-603-5526.

Effective May 1st

Coming Soon...

Referrals to Specialists

Until the availability of electronic referrals via NaviNet, AmeriHealth D.C. will use a paper referral process. Please visit our website at www.amerihealthdc.com for the most up-to-date list of services requiring a referral.

Referral forms may be requested by contacting Provider Services at 202-408-2237 or 888-656-2383 or your Provider Account Executive.

To submit a paper referral:

- Complete all requested fields on the Referral Form and ensure that the form is legible.
- Ensure the date of service is not prior to the date of the referral.
- Mail a copy of the referral to the address provided on the Referral Form.

Referrals are valid for 180 days with unlimited visits.

Please give a copy of the referral form to the member to present upon visiting the consulting specialist/hospital or other outpatient facility.

Electronic referrals are expected to be available via NaviNet in the third quarter of 2013.

Providers may use electronic **Referral Submission** to submit referrals quickly and easily; they may also use **Referral Inquiry** to look-up previously submitted referrals. Specialists, hospitals and ancillary providers may also use **Referral Inquiry** to view and retrieve referrals.

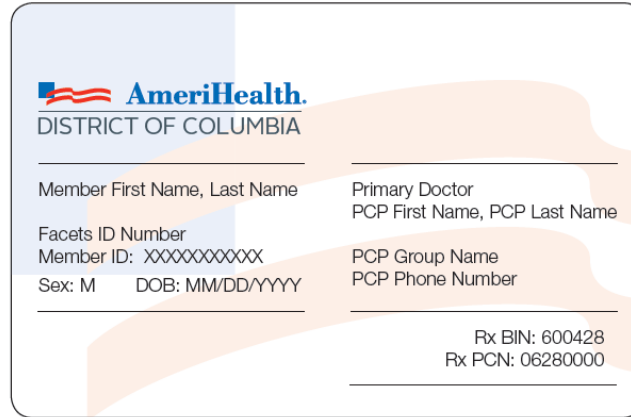
The process is simple:

- Access NaviNet via a link from the provider area of our website at www.amerihealthdc.com.
- Select **Login**. 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.
- Once you log in to NaviNet, select **Referral Submission** or **Referral Inquiry** and follow the steps to refer a member or view referrals.
- To find more specific instructions about these transactions, refer to the user referral materials available under "Customer Service" on the NaviNet website.

New Member ID Cards

Medicaid and Alliance members will receive new AmeriHealth District of Columbia ID cards.

Medicaid Member ID Card



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Member First Name, Last Name
Facets ID Number
Member ID: XXXXXXXXXXXX
Sex: M DOB: MM/DD/YYYY

Primary Doctor
PCP First Name, PCP Last Name
PCP Group Name
PCP Phone Number

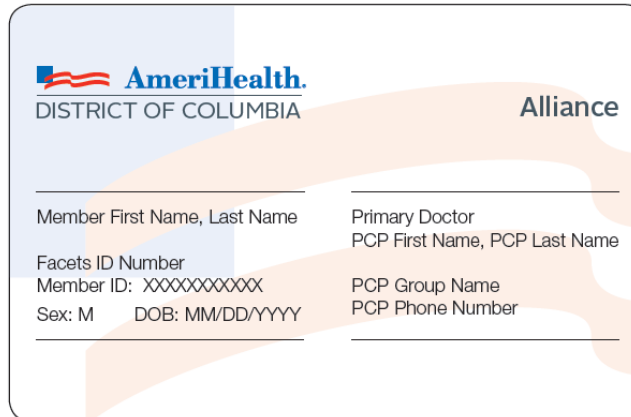
Rx BIN: 600428
Rx PCN: 06280000

AmeriHealth District of Columbia • 1120 Vermont Ave. NW, Suite 200 • Washington, DC 20005
If you cannot keep your appointment, please call your doctor.
If you lose eligibility for health benefits, this card is no longer valid.

Member Services Department 24/7 (by phone) Office: 9:00 a.m. - 5:00 p.m. Mon. - Fri.	202-408-4720 (1-800-408-7511) TTY: 1-800-570-1190
Nurse Advice Line 24 hours a day, 7 days a week	1-877-759-6279
Provider Services & Prior Authorization	202-408-2237
Pharmacy Member Services	1-888-452-3647 TTY: 1-888-989-0073
Pharmacy Provider Services	1-888-602-3741
Economic Security Administration (ESA) - Change Center	202-727-5355
Mental Health, Drug & Alcohol Services	202-408-4720
Transportation Services Reservations Ride Status ("Where's My Ride?")	1-800-315-3485 1-800-315-4095

AmeriHealth DC Claims Processing • P.O. Box 7342 • London, KY, 40742
www.amerihalthdc.com

Alliance Member ID Card



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Alliance

Member First Name, Last Name
Facets ID Number
Member ID: XXXXXXXXXXXX
Sex: M DOB: MM/DD/YYYY

Primary Doctor
PCP First Name, PCP Last Name
PCP Group Name
PCP Phone Number

AmeriHealth District of Columbia • 1120 Vermont Ave. NW, Suite 200 • Washington, DC 20005
If you cannot keep your appointment, please call your doctor.
If you lose eligibility for health benefits, this card is no longer valid.

Member Services Department 24/7 (by phone) Office: 9:00 a.m. - 5:00 p.m. Mon. - Fri.	202-842-2810 (1-866-842-2810) TTY: 1-800-570-1190
Nurse Advice Line 24 hours a day, 7 days a week	1-877-759-6279
Provider Services & Prior Authorization	202-408-2237
Pharmacy Member Services & After-Hour Prescriptions	1-888-987-5806 TTY: 1-888-989-0073
Pharmacy Provider Services	1-888-987-5821
Economic Security Administration (ESA) Change Center (re-certify, case information)	202-727-5355
Mental Health, Drug & Alcohol Services	202-842-2810

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www.amerihalthdc.com

Effective May 1st

Member Eligibility Verification

- *Coming soon!* - Visit the provider area of www.amerihealthdc.com to access NaviNet – a free, web-based application for electronic transactions and information through a multi-payer portal. 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.
- Use the Interactive Voice Response (IVR) by calling 202-408-2237 or toll-free at 888-656-2383 and selecting the appropriate prompts.
- Call Provider Services at 202-408-2237 or toll-free at 888-656-2383.
- Use AmeriHealth D.C.'s real-time eligibility service. *Note: Depending on your clearinghouse or practice management system, our real-time service supports batch access to eligibility verification and system-to-system verification, including point of service (POS) devices.*

Pharmacy Information

Starting May 1, 2013, AmeriHealth D.C. will provide prescription drug coverage for members. PerformRx, an affiliate of the AmeriHealth Caritas Family of Companies, is the delegated manager of pharmacy services covered by AmeriHealth D.C. In the event that a member needs pharmacy services before they receive their new ID card, please encourage the AmeriHealth D.C. member to:

- ✓ Ask the pharmacy to call Pharmacy Provider Services at 888-602-3741 to obtain the member's new ID number or if they have any questions or problems.
- ✓ Call our Pharmacy Member Services team at 888-452-3647 (TTY/TDD: 888-989-0073) if the member needs help or has questions.

For more information on the provision of pharmacy services, including prior authorization forms, or to view the searchable and printable AmeriHealth D.C. drug formulary, please visit www.amerihealthdc.com. For questions regarding pharmacy services, Plan members and providers may contact PerformRx at:

- Pharmacy Provider Services (Medicaid): 888-602-3741
- Pharmacy Provider Services (Alliance): 888-987-5821
- Pharmacy Member Services (Medicaid): 888-452-3647
- Pharmacy Member Services (Alliance): 888-987-5806
- Pharmacy TTY/TDD: 888-989-0073
- Pharmacy Prior Authorization Fax: 855-811-9332

Please Note: Effective May 1, 2013, AmeriHealth D.C. will implement a new drug formulary and new prior authorization criteria for medical necessity determinations. To minimize therapy disruptions, all members will be entitled to a 60 day transition supply of their current medications. Upon expiration of the 60 day transition period, some members may require a prior authorization to continue their therapy.

Effective May 1st

Dental and Vision Information	<p>DentaQuest and EyeQuest are the delegated managers of dental and vision services covered by AmeriHealth D.C. For questions regarding dental and vision services, members and providers may visit www.dentaquest.com or www.eyequest.com or contact:</p> <ul style="list-style-type: none">• Dental/Vision Provider Services: 800-341-8478• Dental/Vision Member Services (Medicaid): 800-685-0155• Dental/Vision Member Services (Alliance): 800-685-0615• Dental/Vision TTY/TDD: 800-466-7566
Behavioral Health Information	<p>PerformCare, an affiliate of the AmeriHealth Caritas Family of Companies, is the delegated manager of behavioral health care services covered by AmeriHealth D.C. Prior authorizations and referrals for behavioral health services may be submitted according to the procedures described above.</p> <p>AmeriHealth D.C. covers many of the behavioral health services available to D.C. <u>Medicaid</u> members. Specialized mental health services provided by the Department of Mental Health and all substance abuse related services, with the exception of inpatient detoxification services at a hospital, are not covered by AmeriHealth D.C. These services are available to all D.C. Medicaid members via other resources. AmeriHealth D.C. PCPs are expected to assist <u>Medicaid</u> members with accessing substance abuse and mental health services, as needed. The AmeriHealth D.C. Rapid Response team is also available to members and providers to support care coordination and access to services. Members and providers may request Rapid Response support by calling 877-759-6224.</p> <p>For AmeriHealth D.C. <u>Alliance</u> members, the only covered behavioral health service is inpatient detoxification at a hospital. All other services are not covered by AmeriHealth D.C. Alliance program.</p>
Lab Information	<p>LabCorp will continue to be the exclusive outpatient laboratory provider for members of AmeriHealth D.C. (formerly Chartered Health Plan). LabCorp is also a provider for most other managed care companies operating in the District of Columbia.</p> <p>Providers who currently use LabCorp may continue to use the existing test-ordering method. No change is necessary. However, LabCorp orders should include the new AmeriHealth D.C. member ID numbers. To quickly establish a LabCorp account, please call 888-LABCORP and a representative will be happy to assist you. For more information, please visit www.labcorp.com.</p>
Transportation Information	<p>Transportation services will continue to be provided by Battle's Transportation. Members may schedule or confirm transportation by calling:</p> <ul style="list-style-type: none">• Transportation Services Reservation (MEDICAID): 800-315-3485• Ride Status ("Where's My Ride?"): 800-315-4095