

July 14, 2021

PROVIDER DIGEST

Provider Digest – July 2021

AmeriHealth Caritas North Carolina (ACNC) is committed to providing the support you deserve.

You will find the following topics in this email:

- [Prior Authorization Reminders](#)
- [Inpatient Discharge Planning Needs](#)
- [Claims Submission Guidance](#)
- [Children’s Developmental Service Agency \(CDSA\) Providers Carved out of Managed Care](#)
- [Sign Up for Electronic Funds Transfer](#)
- [Events and reminders](#)

PRIOR AUTHORIZATION

Prior Authorization Reminders

- In accordance with the flexibilities communicated by the North Carolina Department of Health and Human Services (NCDHHS), ACNC will accept retro-Prior Authorization submissions during the first 60 days following Managed Care Launch. Please review the [Medicaid Bulletin](#) for additional details.
- Before submitting your request, use our [Prior Authorization Lookup Tool](#) to find out if a service requires prior authorization.

- AmeriHealth Caritas North Carolina will honor transition of care authorizations provided by NCDHHS.
 - Fax prior authorization requests to **1-833-893-2262**.
 - Fax admission notification, concurrent review and discharge planning requests to **1-833-894-2262**.
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CASE MANAGEMENT

Inpatient Discharge Planning Needs

In the interest of supporting timely and efficient discharge planning, ACNC would like to request your assistance and offer ours. Please notify ACNC of an inpatient member with discharge planning needs by leaving the member information and name/number of the respective hospital case manager at the appropriate number below. Our nurse will follow up within one (1) business day. If this is an urgent need, please ask to speak with an ACNC concurrent review nurse immediately.

Please contact:

- 8am-5pm Monday-Friday: ACNC Utilization Management department at **1-833-900-2262**.
 - After hours, weekends, and holidays: ACNC Member Services department at **1-855-375-8811**.
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CLAIMS SUBMISSION

Claims Submission

The Prepaid Health Plans (PHPs) have recognized varied issues impacting claims submission. Please review the [ACNC Claims and Billing Guide](#) and the [NCDHHS Managed Care Claims and Prior Authorizations Submission: Frequently Asked Questions](#) fact sheet for more information. If you have questions, contact your dedicated [Provider Network Account Executive](#).

NCDHHS MEDICAID TRANSFORMATION

Children's Developmental Service Agency (CDSA) Providers Carved out of Managed Care

Please see [this NCDHHS bulletin](#) regarding legislation to remove certain individualized family service plan (IFSP) services from NC Medicaid managed care.

ELECTRONIC CLAIMS PAYMENT SOLUTIONS

Electronic Funds Transfer

AmeriHealth Caritas North Carolina is committed to providing the highest level of service to our network providers. As part of that commitment, we offer electronic claims payment solutions to increase payment efficiency and to reduce the risks associated with paper checks. AmeriHealth Caritas North Carolina has contracted with Change Healthcare and ECHO® Health Inc. to administer electronic funds transfer (EFT) payments.

How to Enroll

If you already receive payments from another ECHO Health payer, you may be able to enroll for EFT with AmeriHealth Caritas North Carolina using your existing account. Please make sure you have an ECHO Health draft number and corresponding payment amount so your enrollment request can be validated. A draft number is listed as the EPC draft number on ECHO Health's explanation of payments. If you need assistance locating an ECHO payment in order to register, you can contact ECHO at **1-888-834-3511** Monday-Friday from 8 am – 6 pm ET.

To enroll please visit, <https://enrollments.echohealthinc.com/eftdirect/enroll>.

If you have never received a payment through ECHO Health for any payer, then you must wait to enroll for EFT after your first ECHO Health payment is received. Your first payment from AmeriHealth Caritas North Carolina will be made via paper check. Please use the information on the Remittance Advice and the check stub to register for EFT by **9/13/2021**. To enroll, please visit <https://enrollments.echohealthinc.com/eftdirect/enroll>.

Please note there are two different EFT enrollment options available with ECHO Health:

Option 1 – **Single payer enrollment** with AmeriHealth Caritas North Carolina. This option can be elected for any payer on the platform, but will require you to register separately for each payer.

Option 2 – **All payer enrollment**, which consolidates your view of payments from all payers on the Echo Health platform. This option incurs a service fee on each payment

After **09/13/2021**, any provider who has not registered for EFT will be paid via Virtual Credit Card (VCC). **Normal credit card transaction fees will apply to VCC payments.**



Events and reminders

Jiva demonstration sessions

- Join us for a demonstration of Jiva, our solution for managing inpatient and outpatient prior authorizations. We offer monthly, two-hour webinar demonstrations at no cost to you. For more information and to register, visit our [Provider Training](#) page.

Provider Orientation Training

- [Sign up](#) for a July training session

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive or AmeriHealth Caritas North Carolina's Provider Network Management leadership.