

August 13, 2021

PROVIDER DIGEST

Provider Digest – August 2021

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

You will find the following topics in this email:

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PRIOR AUTHORIZATION

Prior Authorization Requirements – Specialized Therapies

The following prior authorization requirements for specialized therapies are effective as of August 11, 2021:

- Speech, occupational and physical therapy require prior authorization after the first 12 visits per modality per calendar year (beginning July 1, 2021). This applies to private and outpatient facility-based services. Visit utilization will be individualized and based upon medical necessity, so annual visit limits are not in place at this time.
- Home health care (physical, occupational and speech therapy) and skilled nursing require prior authorization after 18 combined visits, regardless of modality, per calendar year (beginning July 1, 2021).

For the most current guidance on prior authorizations and to access our [Prior Authorization Lookup Tool](#), please visit our website.

Please contact your [Account Executive](#) if you have questions.

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**.

CLINICAL COVERAGE POLICIES

Clinical Policies

AmeriHealth Caritas North Carolina is dedicated to providing the most comprehensive, outcomes-driven health solutions- for our members. Part of this approach means making it a priority to reduce unnecessary variations in care. We've used the latest scientific evidence and research to create the clinical policies, which represent the latest in current professional standards.

You can find an alphabetical, up-to-date list of [Clinical Policies](#) on our website.

While these policies are intended to inform, they aren't intended to replace a physician's clinical judgment. The physician remains responsible for determining the applicable treatment for each individual.

CLAIMS AND BILLING

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](#).

Claims and Billing Guide Update

In response to provider questions regarding completion of the Claim Form, AmeriHealth Caritas North Carolina is in the process of updating the Claims and Billing Guide. An important change that will be made is on pages 26 and 27 of the Guide.

Field 33b. Other ID#

Providers are now required to enter the Health Plan ID # as well as the G2 qualifier. The G2 qualifier is defined as: OB State License Number, the G2 Provider Commercial Number, or the ZZ Provider Taxonomy. Example: ZZ227900000X. Taxonomy codes for Attending, Billing and Rendering Providers are now required on your claims. Please verify that the NPI and taxonomy codes on your claims match what is in NCTracks. Claims will be denied for incorrect or missing taxonomy codes. For more information, see the [July 15 Medicaid Bulletin on this subject](#).

If you have questions, contact your dedicated [Provider Network Account Executive](#).

Claims and Billing Office Hours

AmeriHealth Caritas North Carolina offers weekly office hours sessions to answer your claims and billing questions. Please register for one of the dates below to attend a session.

To help ensure that your questions are answered during the session, please submit your questions to ProviderRecruitmentNC@amerihealthcaritas.com using the subject line "Office Hours" by the Monday before your planned session. You may also submit your questions with your registration submission.

Date	Time	Registration Link
Wednesday, August 18, 2021	5:00 – 6:00 p.m. ET	Register
Wednesday, August 25, 2021	5:00 – 6:00 p.m. ET	Register
Wednesday, September 1, 2021	5:00 – 6:00 p.m. ET	Register
Wednesday, September 8, 2021	5:00 – 6:00 p.m. ET	Register

ELECTRONIC CLAIMS PAYMENT SOLUTIONS

Electronic Funds Transfer – Enroll before September 13th

AmeriHealth Caritas North Carolina has contracted with Change Healthcare and ECHO[®] Health Inc. to administer electronic funds transfer (EFT) payments.

Any provider who has not registered for EFT by **09/13/2021** will be paid via Virtual Credit Card (VCC). **Normal credit card transaction fees will apply to VCC 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/efteradirect/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/efteradirect/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. **No fees apply for this option.**

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.



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 an August 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.