

Provider Correspondence- Utilizing Current Forms

Purpose: This alert informs participating providers that correspondence submitted through an incorrect mailbox or on retired forms may not have been received or processed. These retired forms are no longer listed on our website and should not be used for current submissions. If a provider submitted correspondence on a retired form and has not received a response within the expected timeframe, the provider should resubmit the information through the appropriate submission channel to ensure the request can be reviewed and processed.

Provider Action Required: Providers should review previously submitted correspondence to confirm it was sent to the correct PO Box and completed using the current forms available on our website. If a retired form was used or the submission was sent to a retired PO Box, providers should resubmit the correspondence through the correct process identified by the health plan.

Important Reminder: To avoid delays, providers should ensure that resubmitted correspondence on forms currently available on our websites is complete, legible, and includes all necessary identifying information, such as member information, provider information, dates of service, reference or claim numbers when applicable, and any supporting documentation required for the request.

When to Resubmit: Providers should resubmit correspondence if they believe all required images or supporting documentation were not included with the original submission, or if they have not received a response after allowing the standard processing timeframe as outlined in the Provider Manual. To access the updated Provider Manual, please visit www.amerihealthcaritasnext.com > Pick Your State > For Providers > Provider Manual (PDF).

Resubmissions should follow the plan's established correspondence submission process. The most up to date forms and documents can be found on our website at www.amerihealthcaritasnext.com > Pick Your State > For Providers > Forms and Documents.

We appreciate providers' attention to this matter and their continued partnership in helping ensure timely and accurate review of submitted correspondence.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Account Executive or Provider Services.

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