

# Provider Resources

A Quick Guide on Provider Resources



# AmeriHealth Caritas VIP Care Website



[www.amerhealthcaritasvipcare.com/](http://www.amerhealthcaritasvipcare.com/)

Main landing page. Select your state.

AmeriHealth Caritas  
VIP Care

HOME CAREERS SEARCH

About us View Our Plans Pick a state

Pick your state

Get information specific to your state:

Delaware Florida Louisiana Michigan North Carolina Pennsylvania

AmeriHealth Caritas  
VIP Care

REPORT FRAUD HOME LANGUAGE CAREERS SEARCH

Renew Enroll Members Providers Brokers Contact us MI

Home > Provider > Resources

Provider

## Resources

State specific provider landing page.

# Website Highlights

## Available resources on the website:

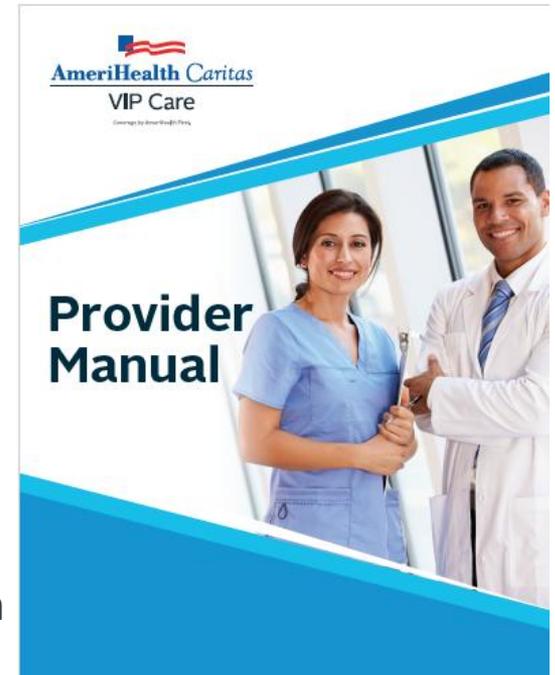
- Provider Manual.
- Prior Authorization Lookup Tool.
- Searchable Provider Directory.
- Searchable Drug Formulary.
- Training Modules and Cultural Competency Training Resources.
- Provider Communications.
- Forms.
- Provider Reference Guide.
- Link to NaviNet.
- And much more...

[www.amerihealthcaritasvipcare.com](http://www.amerihealthcaritasvipcare.com)

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# Provider Manual Highlights

- AmeriHealth Caritas VIP Care Overview
- Provider and Network Information
- Provision of Services
- Model of Care and Integrated Care Management
- Utilization Management
- Grievances, Appeals, and Fair Hearings
- Quality Assurance and Performance Improvement Program
- Cultural Competency Program and Requirements
- Behavioral Health Care



The complete Provider Manual can be found on the AmeriHealth Caritas VIP Care website at [www.amerhealthcaritasvipcare.com](http://www.amerhealthcaritasvipcare.com) under the Provider Communications link.

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# Changes Which Impact Resources

- Providers will be given advanced notice to any changes to the Provider Manual, policies, or programs that have a contractual or material impact.
- A minimum of 30-days' notice will be given unless otherwise stated in your contract.
- Depending on the impact or type of change, notices may be sent via fax and/or mail.
- Most notices are sent via fax, so it is important we have an updated fax number on file.
- Faxes and other notices are posted on the website.
- Contractually providers must notify us of any changes, such as:
  - New providers
  - Termination of providers
  - Demographic changes (name / address)
- Provider must notify us as soon as the change is known, preferably 30 days in advance.
- NPPES is CMS's source of truth for all demographic information, including taxonomy, address, and phone number, so providers must also maintain NPPES.
- It is vital to keep the provider directory as updated as possible for the sake of the members.

# NaviNet Provider Portal Highlights

NaviNet is an easy-to-use, free, web-based provider portal solution linking providers to AmeriHealth Caritas VIP Care. Through NaviNet, you can access, submit, or verify:

- Eligibility information
- Claims status and investigation
- Benefits information
- Electronic submission of prior authorization requests
- Panel roster reports
- Administrative and care gap reports to identify needed services
- Member clinical summaries

NaviNet helps speed the provider and health plan connection and, in many instances, replaces paper or phone transactions.

# How to Register for NaviNet

NaviNet provides a quick and streamlined registration process using our digital documentation system for automated identity and business verification. When registering for NaviNet, please have the following information ready to be entered into the online registration form:

- Office name
- Address
- Phone number
- TIN

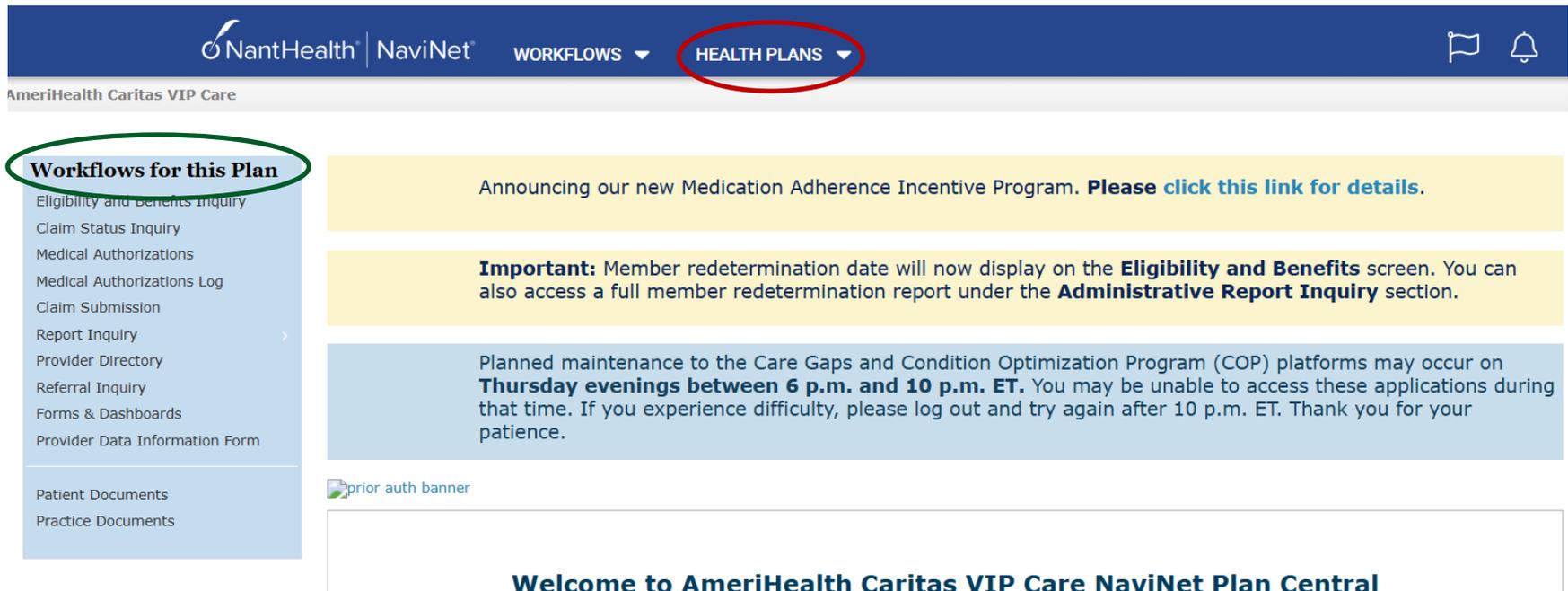
You will also be asked to attach one of the following documents for verification:

- Certificate of Good Standing
- Sole Proprietor SS-4
- IRS 147C Letter

[Register for NaviNet](#) 

# Navigating NaviNet

**NaviNet Plan Central Page** – After selecting our plan under the “Health Plans” option, you will be taken to our Plan Central page. Here you will find important plan messaging, tutorials, resources, links, and contact information. From here you can navigate to the workflow options located along the left-hand side of the page.



The screenshot shows the NaviNet Plan Central page. At the top, there is a dark blue navigation bar with the NantHealth NaviNet logo on the left, a 'WORKFLOWS' dropdown menu, and a 'HEALTH PLANS' dropdown menu which is circled in red. On the right side of the navigation bar are icons for a flag and a bell. Below the navigation bar, the text 'AmeriHealth Caritas VIP Care' is displayed. On the left side, there is a light blue sidebar with a 'Workflows for this Plan' section circled in green. This section contains a list of workflow options: Eligibility and benefits inquiry, Claim Status Inquiry, Medical Authorizations, Medical Authorizations Log, Claim Submission, Report Inquiry, Provider Directory, Referral Inquiry, Forms & Dashboards, and Provider Data Information Form. Below this list are 'Patient Documents' and 'Practice Documents'. The main content area features three informational banners: a yellow banner about a new Medication Adherence Incentive Program, a yellow banner with an 'Important' notice about member redetermination dates, and a light blue banner about planned maintenance to Care Gaps and Condition Optimization Program (COP) platforms. Below these banners is a 'prior auth banner' placeholder. At the bottom of the main content area, a large white box contains the text 'Welcome to AmeriHealth Caritas VIP Care NaviNet Plan Central'.

## AmeriHealth Caritas VIP Care

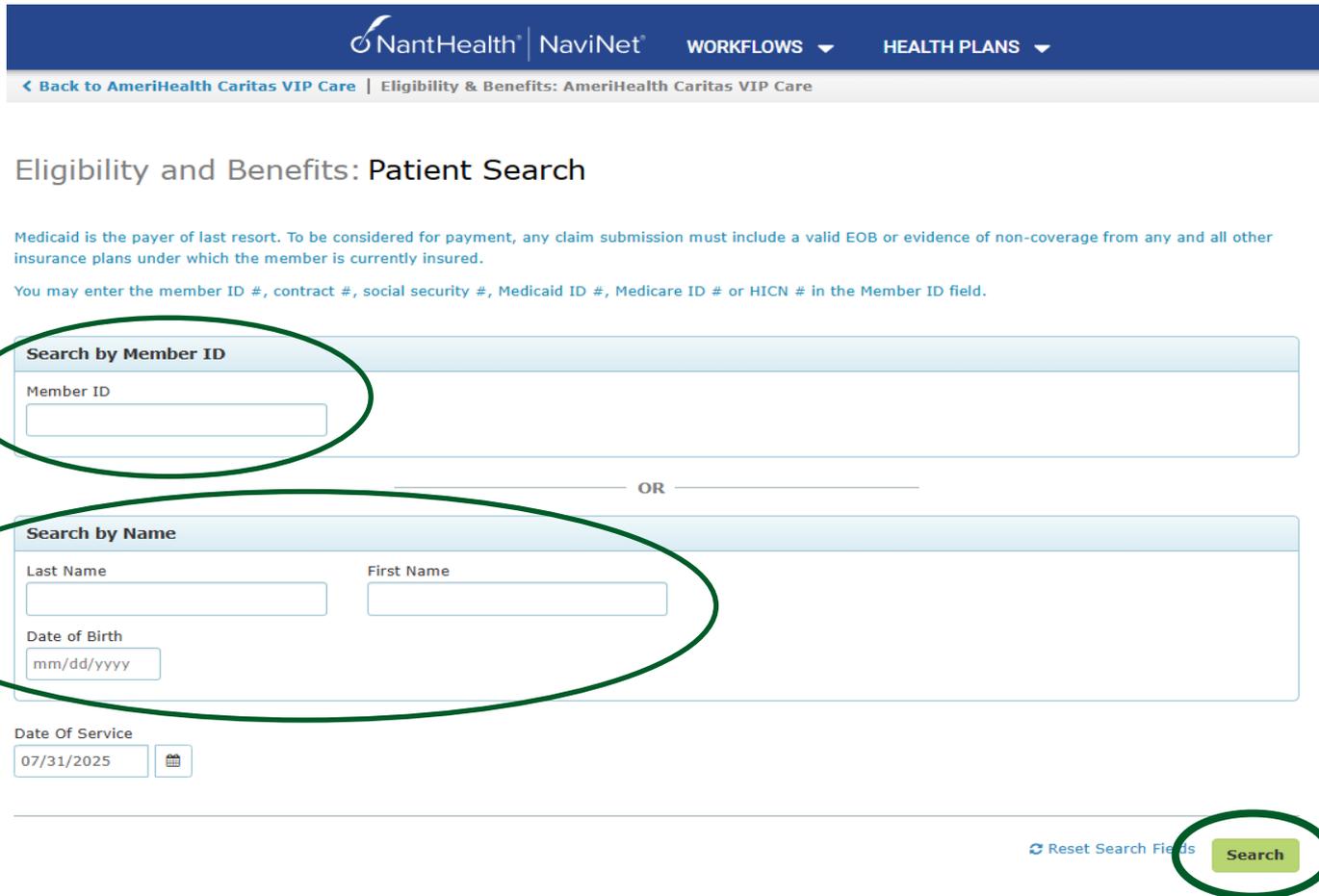
Navigate to the options under  
**Workflows for this Plan** to  
gain access to all these  
important features:

### **Workflows for this Plan**

- Eligibility and Benefits Inquiry
  - Claim Status Inquiry
  - Medical Authorizations
  - Medical Authorizations Log
  - Claim Submission
  - Report Inquiry >
  - Provider Directory
  - Referral Inquiry
  - Forms & Dashboards
  - Provider Data Information Form
- 
- Patient Documents
  - Practice Documents

# Verifying Member Eligibility and Benefits

From the Workflow menu select “**Eligibility and Benefits Inquiry**”. Search can be done via the **Member ID** (AmeriHealth Member #, HICN #, Medicaid #, Social Security #) or by **Name with Date of Birth**. Then hit the **Search** button:



NantHealth | NaviNet | WORKFLOWS | HEALTH PLANS

[Back to AmeriHealth Caritas VIP Care](#) | Eligibility & Benefits: AmeriHealth Caritas VIP Care

### Eligibility and Benefits: Patient Search

Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured.

You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field.

**Search by Member ID**

Member ID

OR

**Search by Name**

Last Name First Name

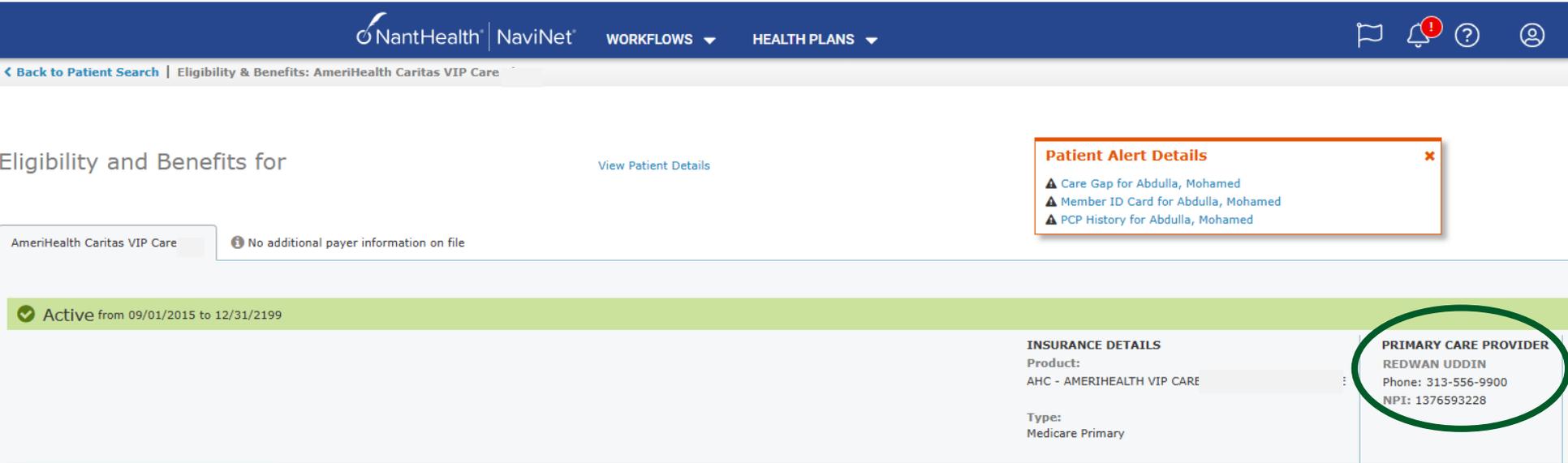
Date of Birth  
mm/dd/yyyy

Date Of Service  
07/31/2025

[Reset Search Fields](#) **Search**

# Verifying the Member's Primary Care Physician

The Eligibility and Benefits screen allows providers to see who the member's Primary Care Physician is:



NantHealth | NaviNet WORKFLOWS HEALTH PLANS

Back to Patient Search | Eligibility & Benefits: AmeriHealth Caritas VIP Care

Eligibility and Benefits for [View Patient Details](#)

AmeriHealth Caritas VIP Care ⓘ No additional payer information on file

Active from 09/01/2015 to 12/31/2199

**Patient Alert Details**

- ▲ Care Gap for Abdulla, Mohamed
- ▲ Member ID Card for Abdulla, Mohamed
- ▲ PCP History for Abdulla, Mohamed

**INSURANCE DETAILS**

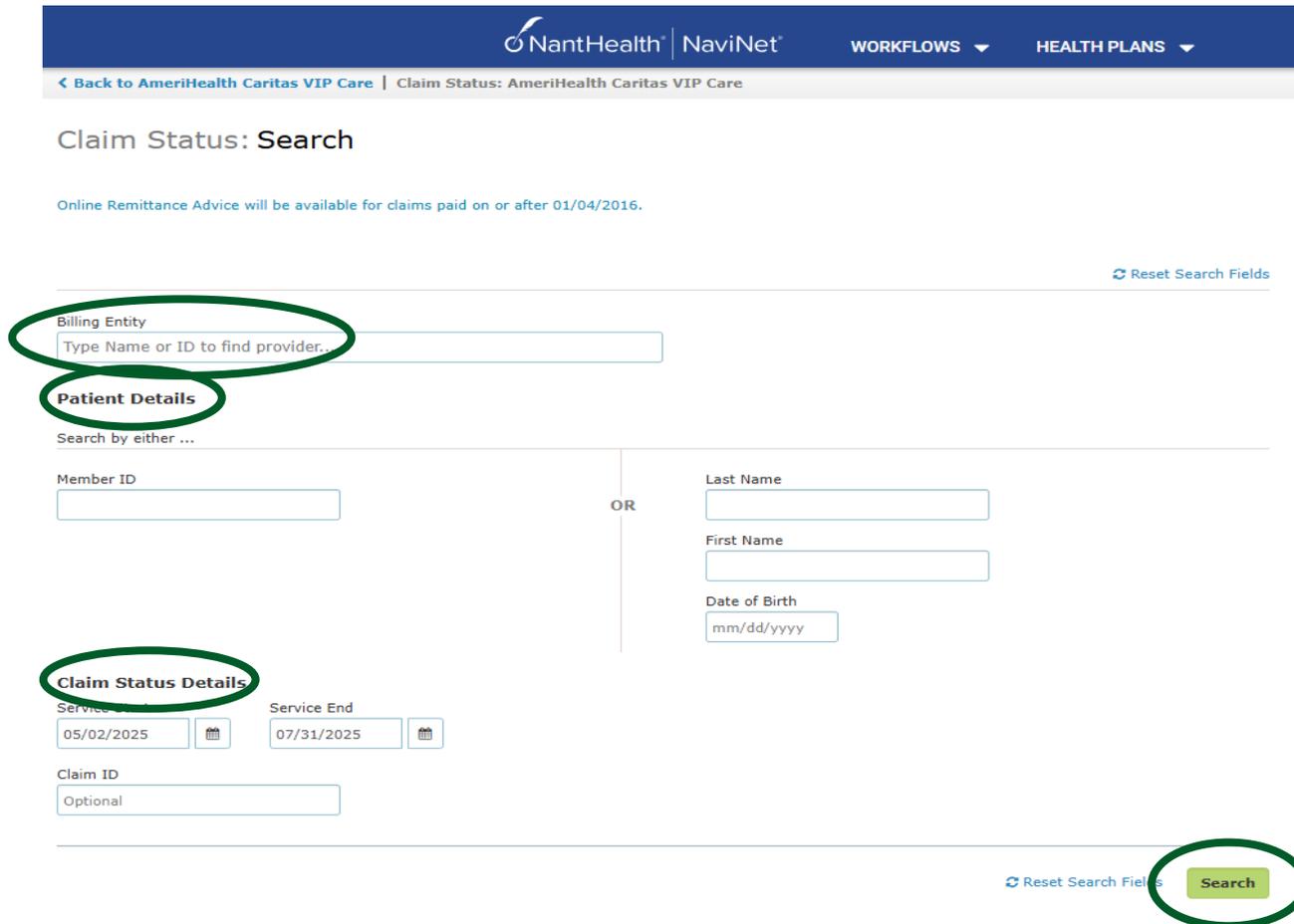
Product:  
AHC - AMERIHEALTH VIP CARE

Type:  
Medicare Primary

**PRIMARY CARE PROVIDER**  
REDWAN UDDIN  
Phone: 313-556-9900  
NPI: 1376593228

# Verifying Claim Status Inquiry

From the Workflow menu select **“Claim Status Inquiry”**. To search you will first need to enter the **Billing Entity** followed by the **Patient Details** (Member ID or Name/DOB), then the **Claim Status Details** (DOS or optionally the Claim # if known), and then **Search**:



The screenshot shows the 'Claim Status: Search' interface. At the top, there is a navigation bar with 'NantHealth | NaviNet', 'WORKFLOWS', and 'HEALTH PLANS'. Below this is a breadcrumb trail: '< Back to AmeriHealth Caritas VIP Care | Claim Status: AmeriHealth Caritas VIP Care'. The main heading is 'Claim Status: Search'. A note states: 'Online Remittance Advice will be available for claims paid on or after 01/04/2016.' There is a 'Reset Search Fields' link. The form is divided into sections: 'Billing Entity' with a text input field containing 'Type Name or ID to find provider...'; 'Patient Details' with a 'Search by either ...' label and two columns of input fields: 'Member ID' and 'Last Name', 'First Name', and 'Date of Birth' (with a 'mm/dd/yyyy' placeholder); 'Claim Status Details' with 'Service Start' (05/02/2025) and 'Service End' (07/31/2025) date pickers, and a 'Claim ID' field with 'Optional' text. At the bottom right, there is a 'Search' button and another 'Reset Search Fields' link.

## Claim Inquiry User Guide:



Claim Inquiry User Guide

# Claim Investigation Function

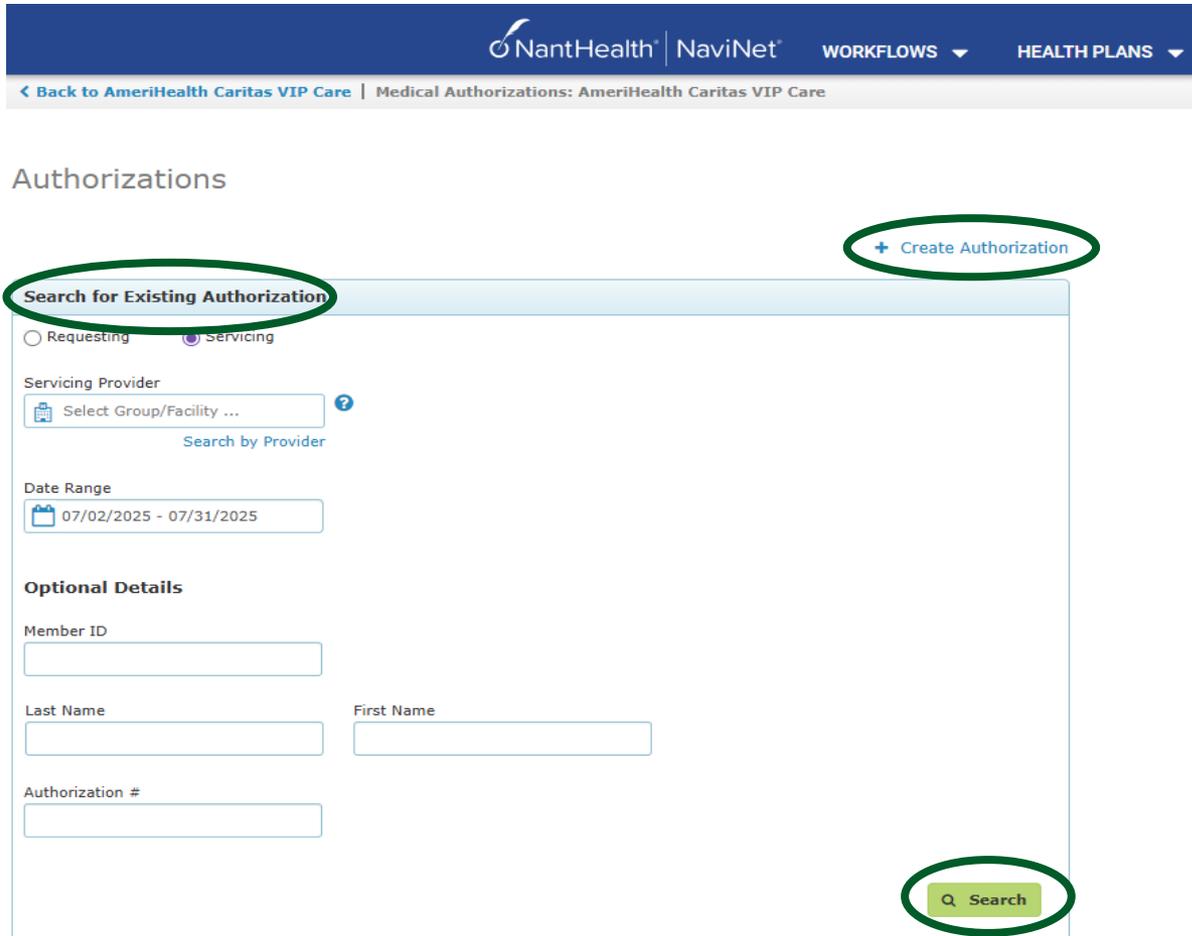
An Investigate icon located in the Claim Inquiry function lets providers request an adjustment to a claim. A few **important** things to note before submitting a claim investigation:

- ✓ The claim investigation submission feature is only for finalized claims.
- ✓ Claim investigations are for individual claims.
- ✓ Attachments can be included but must be 32 MB or smaller and in one of the following formats: .docx, .pdf., .png, or .gif.
- ✓ To receive notification of the status of your submitted investigation, **Notifications** in NaviNet must be enabled. Enabling notifications allows you the option to select how often and when you want to be notified.

After completing and submitting a claim investigation, you will receive a message in NaviNet that the transaction was received, indicating it was successfully submitted. Once the claim review has been completed, you will be notified through NaviNet that a claim response is available.

# Submitting Prior Authorization Requests

From the Workflow menu select **“Medical Authorizations”**. From here you can either select **Search for Existing Authorization** or **Create Authorization**, then **Search**:



NantHealth | NaviNet WORKFLOWS HEALTH PLANS

[Back to AmeriHealth Caritas VIP Care](#) | Medical Authorizations: AmeriHealth Caritas VIP Care

### Authorizations

[+ Create Authorization](#)

**Search for Existing Authorization**

Requesting  Servicing

Servicing Provider  
 [Search by Provider](#)

Date Range

**Optional Details**

Member ID

Last Name  First Name

Authorization #

## Authorization User Guide and FAQ:



Authorization User Guide



Authorization FAQ

# Report Inquiry

From the Workflow List select “**Report Inquiry**”. There will be several report category options to choose from and, within each of those categories, there will be multiple report options.



**Workflows for this Plan**

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Medical Authorizations
- Medical Authorizations Log
- Claim Submission
- Report Inquiry**
- Provider Directory
- Forms & Dashboards

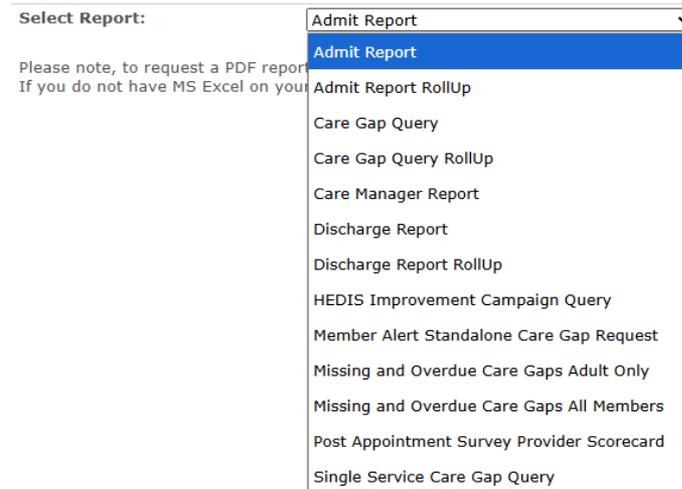
**Important:** Me under the Adm

Planned mainte  
**ET.** You may be  
your patience.

- Administrative Reports
- Clinical Reports
- Member Clinical Summary Reports

**Welcome to Ameri**

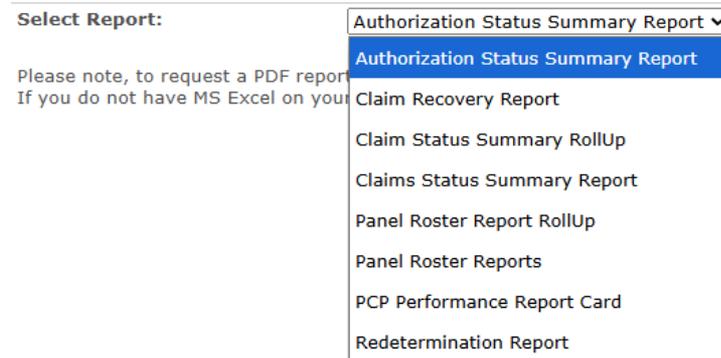
**NaviNet Medical Authoriz:**



Select Report:

Please note, to request a PDF report  
If you do not have MS Excel on your

- Admit Report
- Admit Report**
- Admit Report RollUp
- Care Gap Query
- Care Gap Query RollUp
- Care Manager Report
- Discharge Report
- Discharge Report RollUp
- HEDIS Improvement Campaign Query
- Member Alert Standalone Care Gap Request
- Missing and Overdue Care Gaps Adult Only
- Missing and Overdue Care Gaps All Members
- Post Appointment Survey Provider Scorecard
- Single Service Care Gap Query



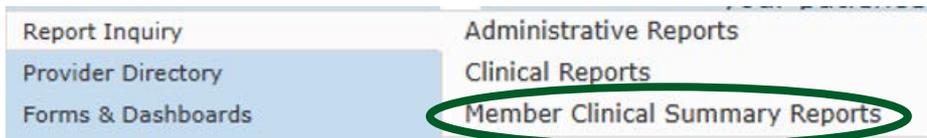
Select Report:

Please note, to request a PDF report  
If you do not have MS Excel on your

- Authorization Status Summary Report
- Authorization Status Summary Report**
- Claim Recovery Report
- Claim Status Summary RollUp
- Claims Status Summary Report
- Panel Roster Report RollUp
- Panel Roster Reports
- PCP Performance Report Card
- Redetermination Report

# Access the Member's Care Coordinator Information

Access to the Member's Care Coordinator information is found in the **Member Clinical Summary Report** or through the **Care Manager Report** located under Clinical Reports:



# Other NaviNet Resources

**Training Videos** can be accessed below the Workflow options on the left-hand side of the screen:

## Training Videos

[Providers Filter](#)

[Claims Adjustment Inquiries](#)

[Care Gap Response Forms](#)

[ADT alerts](#)

[Tutorial - Authorization Inquiry Process](#)

[Tutorial - Authorization Submission Process](#)

On the AmeriHealth Caritas VIP Care [website](#), select the state you want, then under **Provider>Self-Service Tools>Electronic Tools** you will find links to NaviNet Login, Sign-up, FAQs (What is NaviNet), and user guides:

## Electronic tools

- [NaviNet - Login](#) 
- [NaviNet - Sign-up](#) 
- [What is NaviNet?](#)
- [NaviNet Claims Inquiry & Investigation User Guide \(PDF\)](#)
- [NaviNet Medical Authorizations Participant Guide \(PDF\)](#)
- [NaviNet Medical Authorizations Frequently Asked Questions \(PDF\)](#)
- [Navinet Tutorial - Authorization Inquiry Process](#) 
- [Navinet Tutorial - Authorization Submission Process](#) 

# Cultural Competency Training Resources

AmeriHealth Caritas VIP Care's cultural competency program helps prepare our providers to deliver culturally and linguistically appropriate health care services to all of our members, regardless of their culture, country of origin, language, race, or ethnicity.

With our participating providers like you, we work to meet the unique needs of our diverse membership through cultural competency resources on our website:

- No-cost training resources with CME
- Learning and supportive resources

More than  
**30 YEARS**  
of making  
**care the heart**  
of our **work.**

