Provider Resources

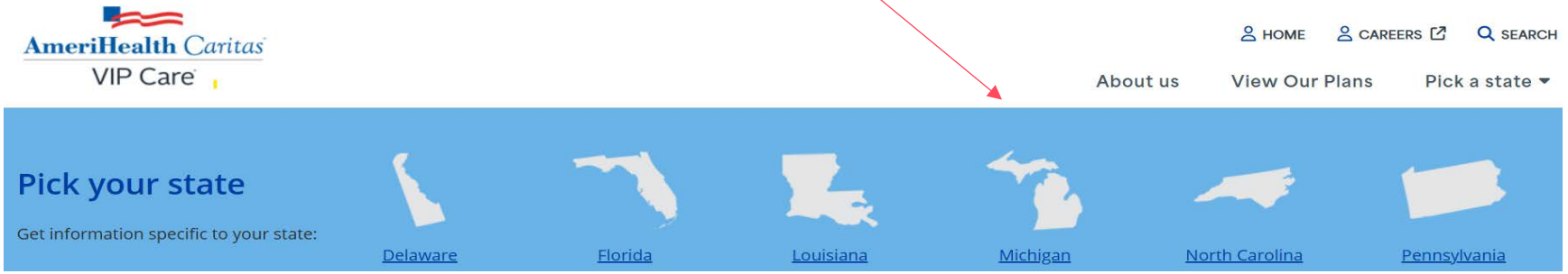
A Quick Guide on Provider Resources

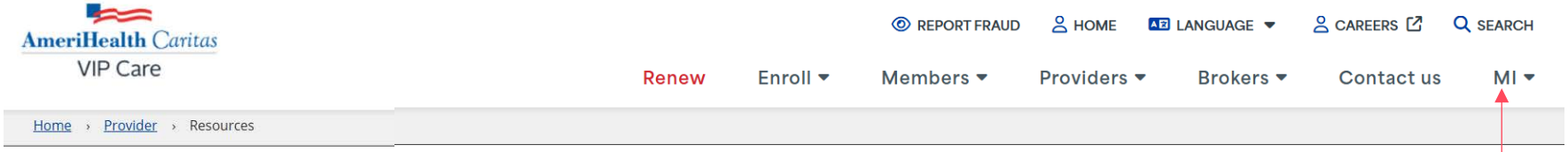
AmeriHealth Caritas
VIP Care

AmeriHealth Caritas VIP Care Website

www.amerihealthcaritasvipcare.com/

Main landing page. Select your state.





Provider

Resources

State specific provider landing page.

Website Highlights

AmeriHealth Caritas VIP Care

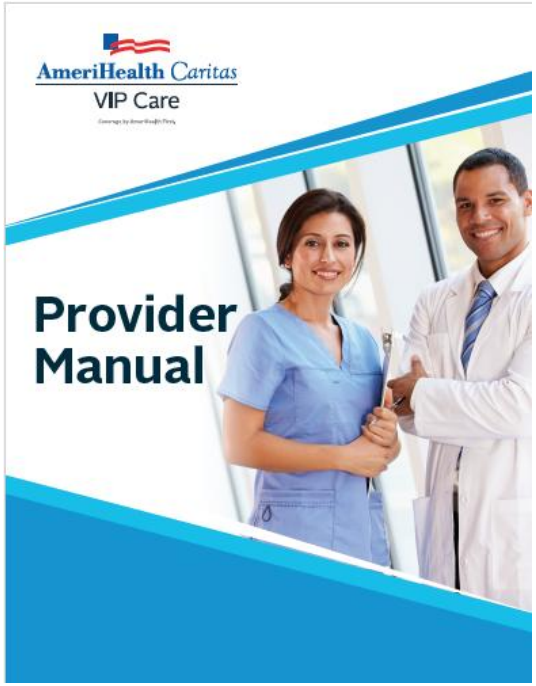
Available resources on the website:

- 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

Provider Manual Highlights

AmeriHealth Caritas VIP Care



- 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.amerihealthcaritasvipcare.com under the Provider Communications link.

Changes Which Impact Resources

AmeriHealth Caritas VIP Care

- 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

AmeriHealth Caritas VIP Care

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

AmeriHealth Caritas VIP Care

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:

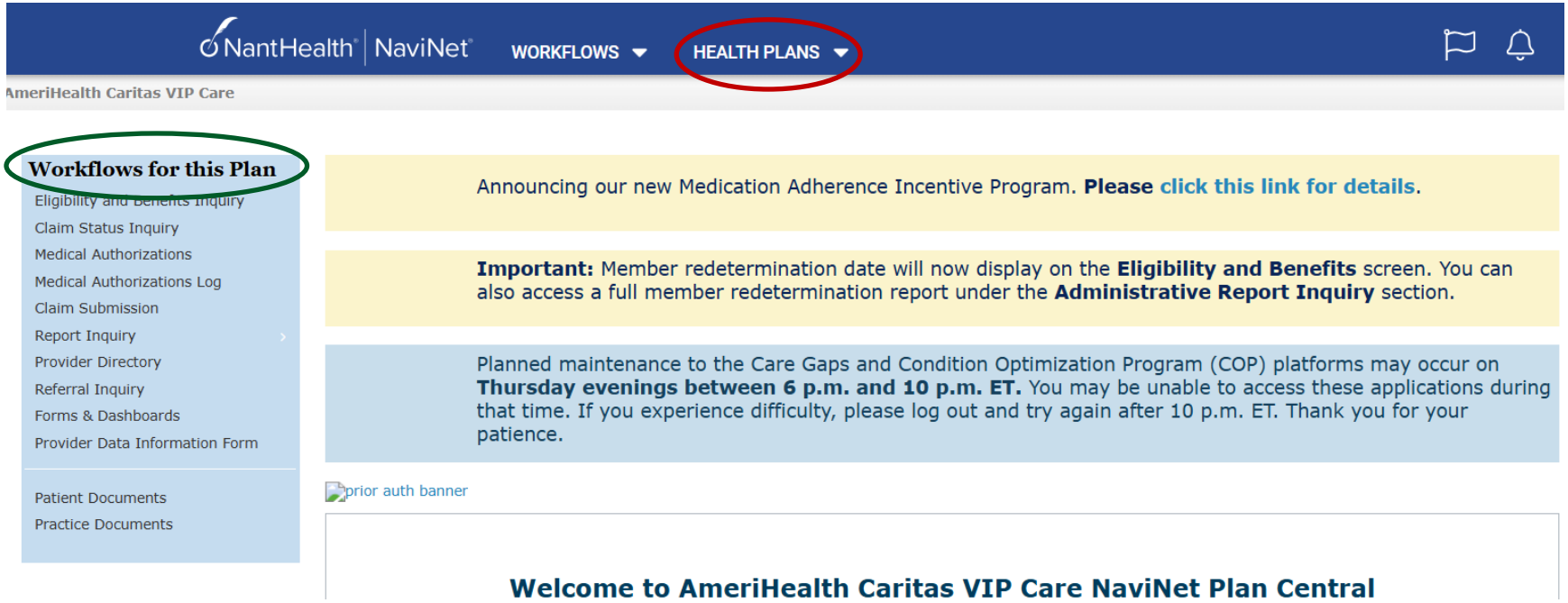
- Certificate of Good Standing
- Sole Proprietor SS-4
- IRS 147C Letter

Register for NaviNet ⟶

Navigating NaviNet

AmeriHealth Caritas VIP Care

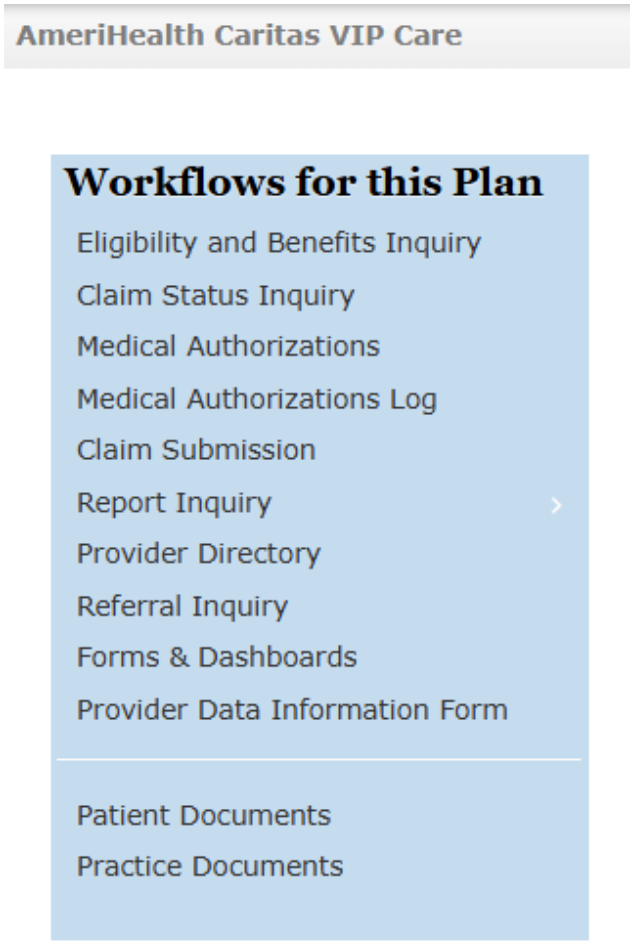
NaviNet Plan Central Page – After selecting our plan under the "Health Plans" option, you will be taken to our Plan Central page. Here you will find important plan messaging, tutorials, resources, links, and contact information. From here you can navigate to the workflow options located along the left-hand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



NaviNet Workflows

AmeriHealth Caritas VIP Care

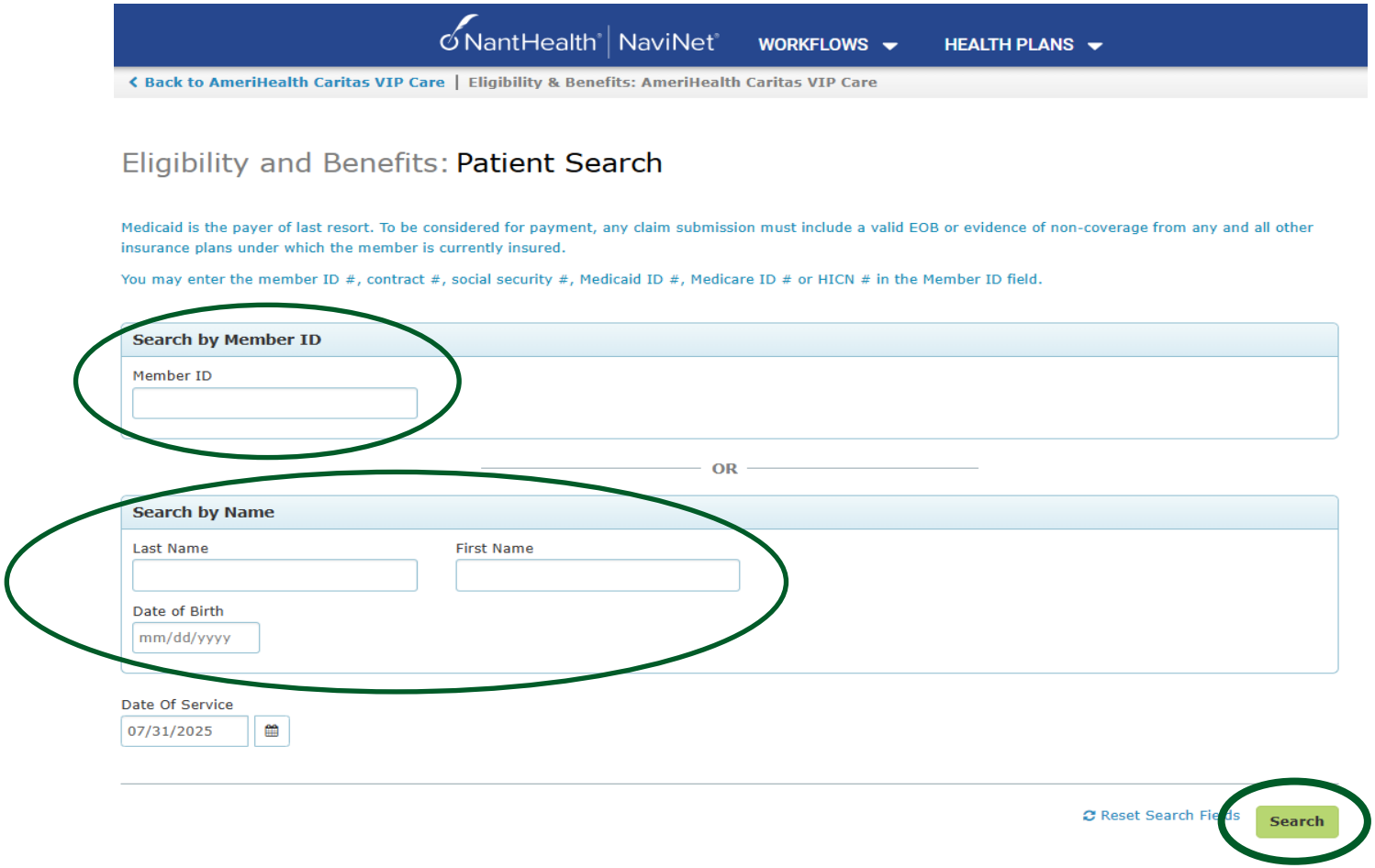
Navigate to the options under **Workflows for this Plan** to gain access to all these important features:



Verifying Member Eligibility and Benefits

AmeriHealth Caritas VIP Care

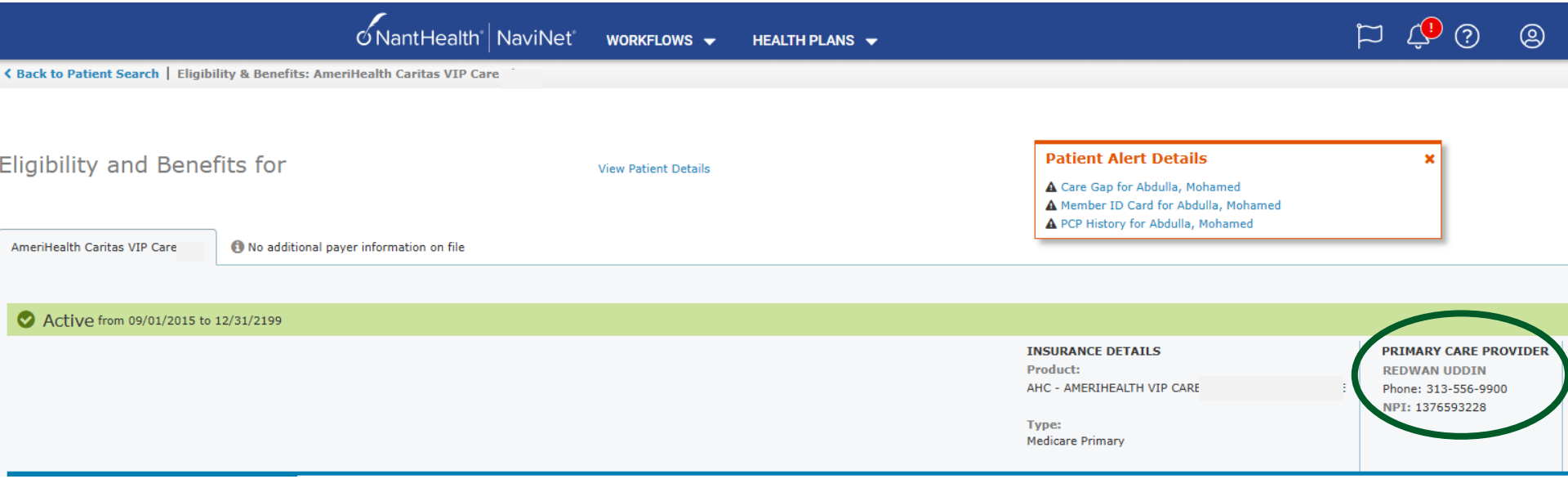
From the Workflow menu select **“Eligibility and Benefits Inquiry”**. Search can be done via the **Member ID** (AmeriHealth Member #, HICN #, Medicaid #, Social Security #) or by **Name** with **Date of Birth.** Then hit the **Search** button:



Verifying the Member's Primary Care Physician

AmeriHealth Caritas VIP Care

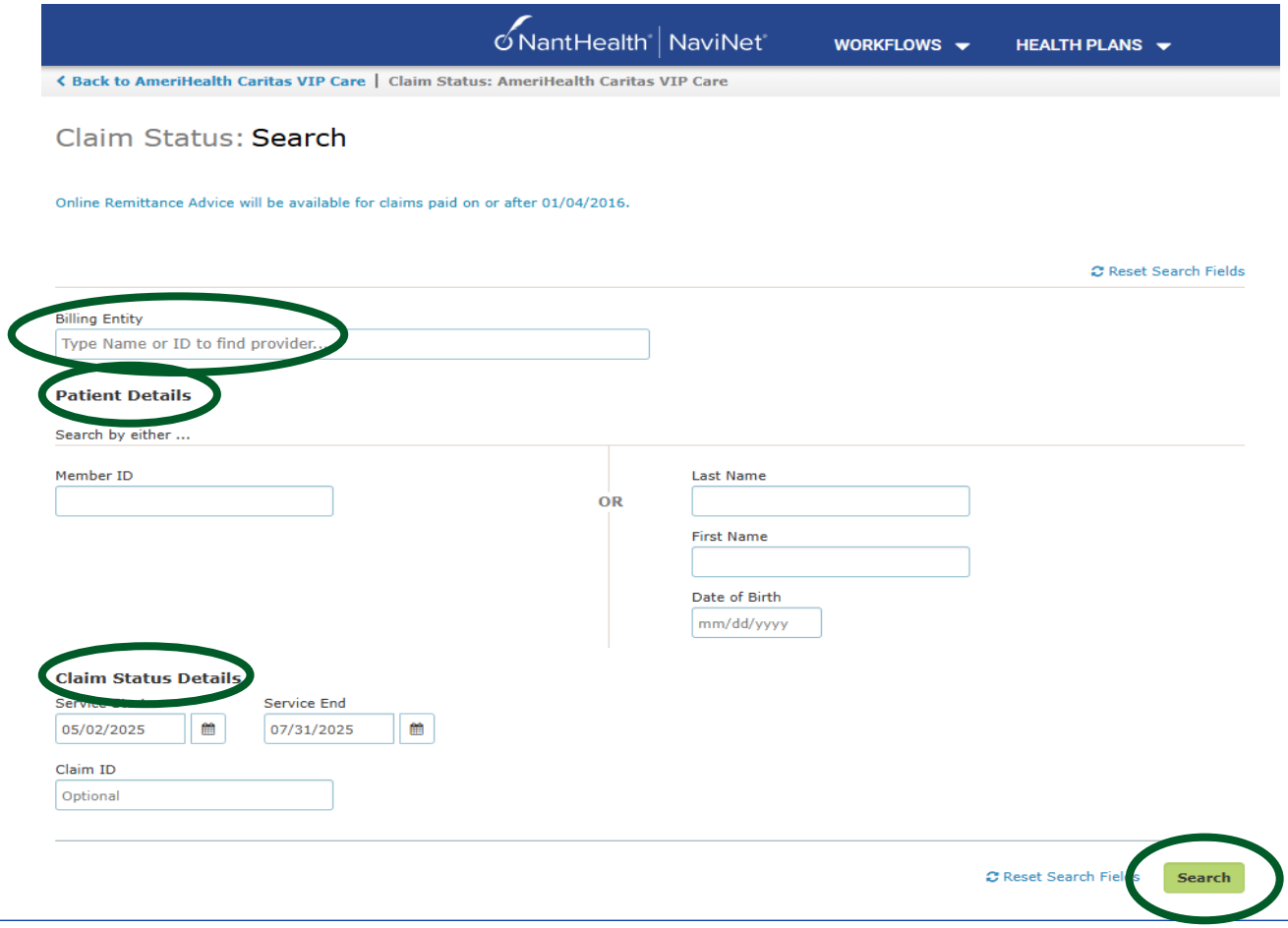
The Eligibility and Benefits screen allows providers to see who the member's Primary Care Physician is:



Verifying Claim Status Inquiry

AmeriHealth Caritas VIP Care

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**:



Claim Inquiry User Guide:

Claim Inquiry User Guide

Claim Investigation Function

AmeriHealth Caritas VIP Care

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:

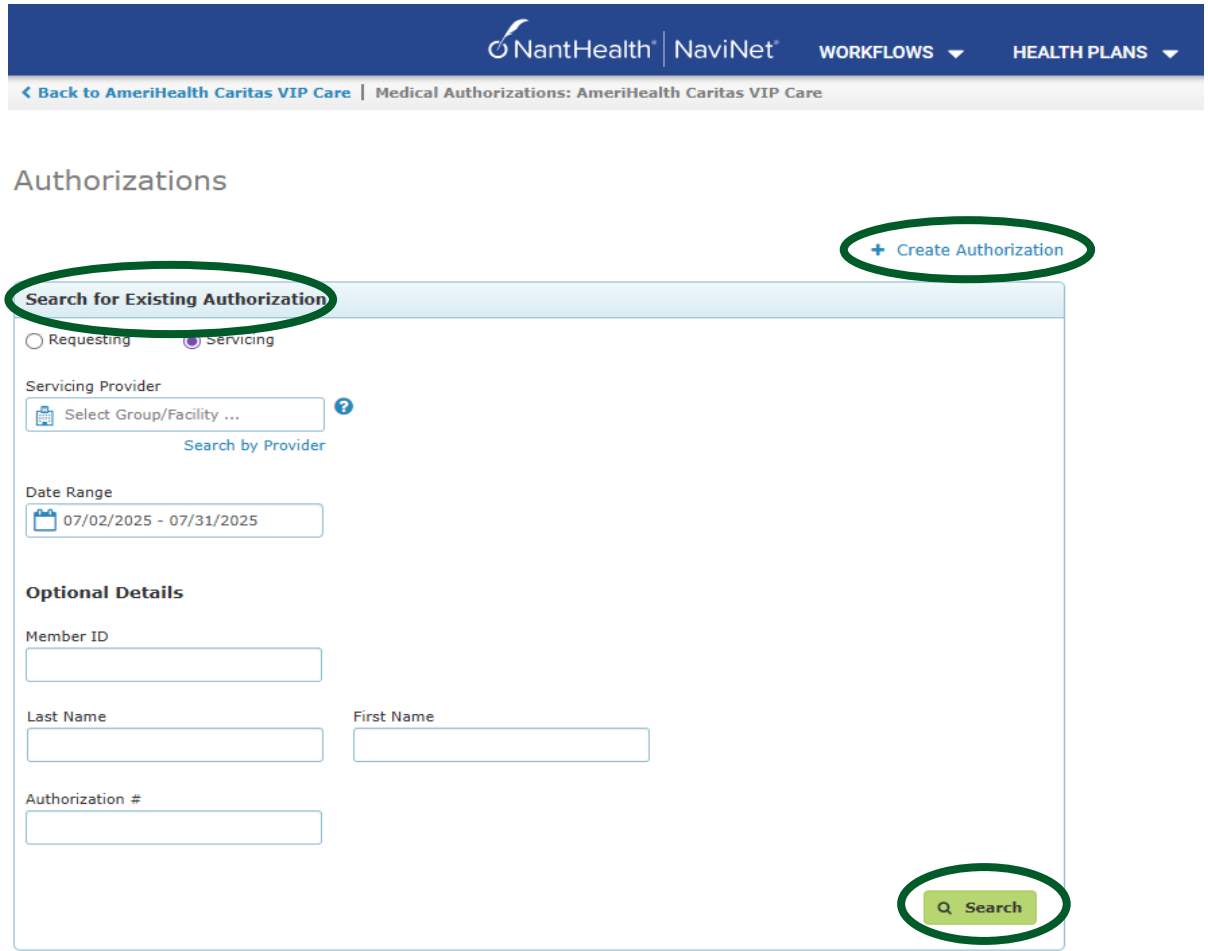
- ✓ The claim investigation submission feature is only for finalized claims.
- ✓ Claim investigations are for individual claims.
- ✓ Attachments can be included but must be 32 MB or smaller and in one of the following formats: .docx, .pdf., .png, or .gif.
- ✓ To receive notification of the status of 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

AmeriHealth Caritas VIP Care

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



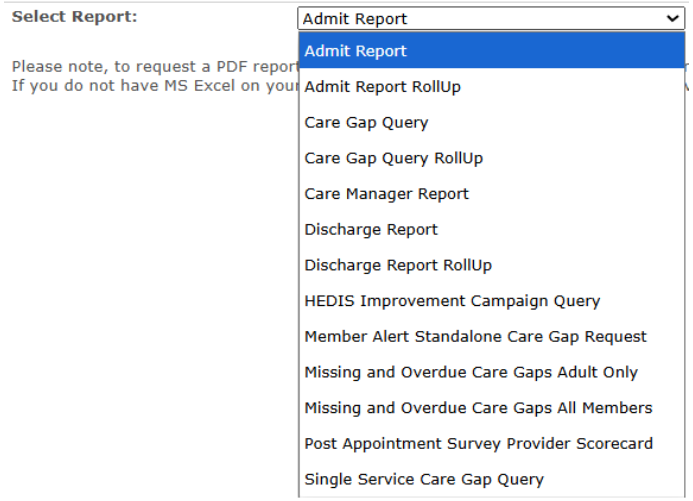
Authorization User Guide and FAQ:

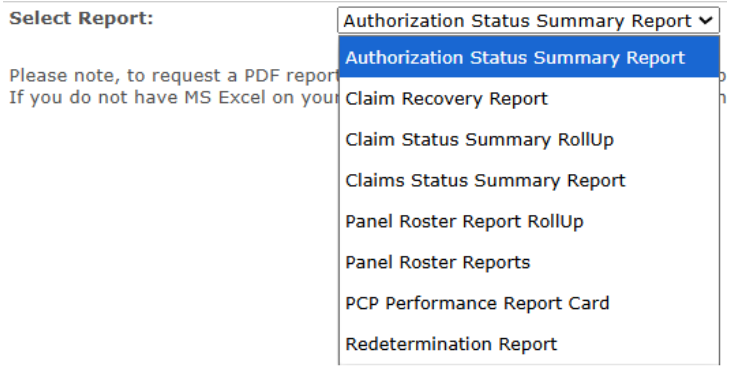
Authorization User Guide

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.

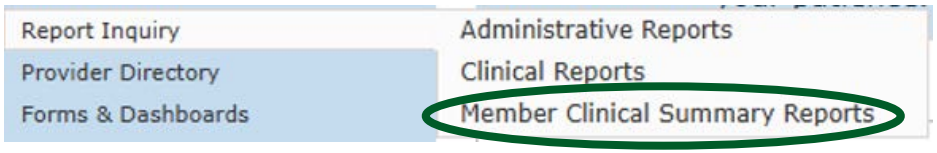




Access the Member's Care Coordinator Information

AmeriHealth Caritas VIP Care

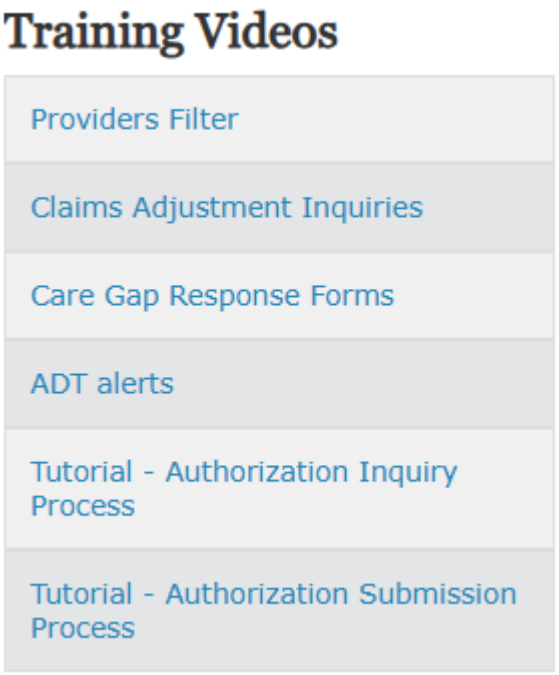
Access to the Member's Care Coordinator information is found in the **Member Clinical Summary Report** or through the **Care Manager Report** located under Clinical Reports:



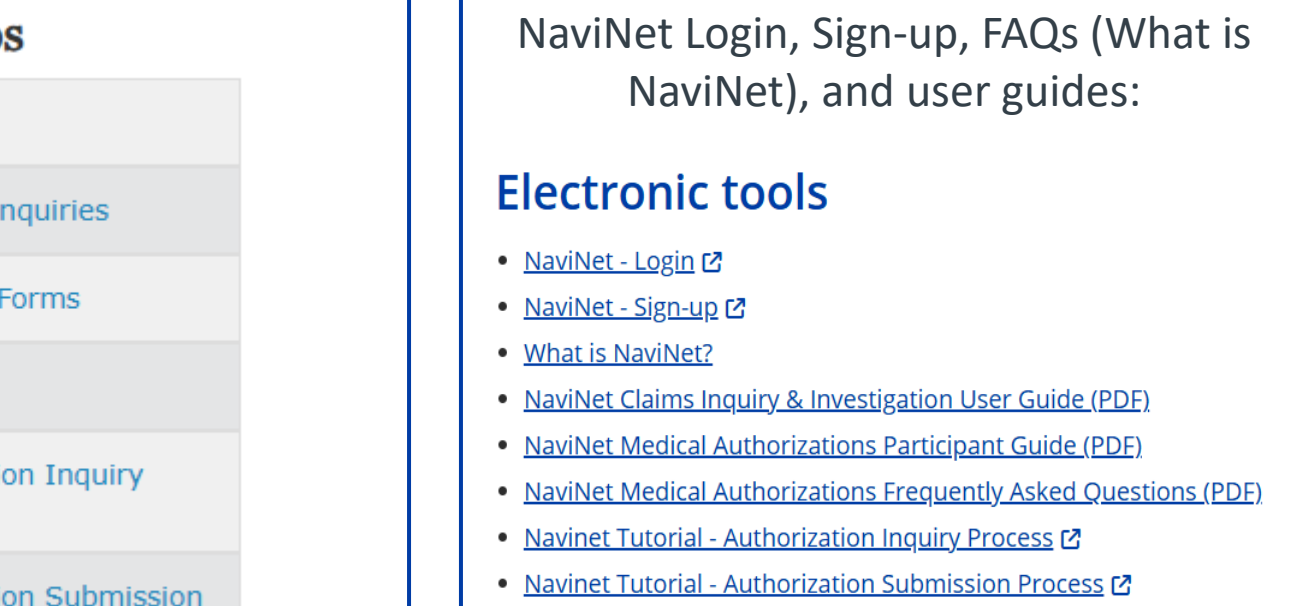
Other NaviNet Resources

AmeriHealth Caritas VIP Care

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



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:



Cultural Competency Training Resources

AmeriHealth Caritas VIP Care

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

AmeriHealth Caritas
VIP Care

Coverage by AmeriHealth First.