

February 18, 2022

PROVIDER DIGEST

## Provider Digest – February 2022

AmeriHealth Caritas North Carolina (ACNC) is committed to providing the support you deserve. You will find the following topics in this email:

- Claims Submission Alert
- Claims and Billing Manual Update
- New Online Training Available
- Trauma-informed Care Education Series
- Available Online Trainings
- Additional Resources

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CLAIMS AND BILLING

### Claims Submission Alert

Please note that there are two separate plans offered by AmeriHealth Caritas North Carolina, Inc.

For AmeriHealth Caritas North Carolina **Medicaid Managed Care** claims, please use EDI payer ID number 81671.

For AmeriHealth Caritas Next Federally Qualified Health Plan (FQHP) claims please use EDI payer ID number 83148.

Improper claim submissions could result in payment delays. Please see [the complete notice](#) for more information.

## Claims and Billing Manual Update

Our Claims and Billing Manual has been updated to version 7 and [posted to our website](#). This manual will help you avoid delays in the processing of your claims. See the Claims and Billing Guide Revision Log on page 104 for a complete list of updates. If you have questions, contact your dedicated Provider Network Account Executive [Provider Network Account Executive](#).

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### BEHAVIORAL HEALTH

## New Online Training Available

Visit the [Provider Training Page](#) for new educational opportunities and registration links:

- **New Behavioral Health Trainings** are available on-demand and have been added. Topics include:
  - [Anxiety Disorders](#)
  - [Attention Deficit Hyperactivity Disorder](#)
  - [Depression](#)
  - [Opioid Use Disorder](#)

## Trauma-informed Care Education Series

As part of ACNC's commitment to our members and providers, we are launching a variety of educational activities around Trauma-Informed Care, beginning this month with a nine-session lunchtime videoconference series in collaboration with Project ECHO. The Extension for Community Healthcare Outcomes, or ECHO model™, functions like "virtual chart rounds," where practitioners present de-identified patient cases for peer mentoring and guided practice. **Participants can earn CEUs at no cost and may attend one or all of the sessions.** [Find out more and register here.](#)

Trauma-Informed Care is a comprehensive approach that seeks to\*:

- Realize the widespread impact of trauma and understand paths for recovery;
- Recognize the signs and symptoms of trauma in patients, families, and staff;
- Integrate knowledge about trauma into policies, procedures, and practices; and
- Actively avoid re-traumatization.

\*Adapted from the Substance Abuse and Mental Health Services Administration's "Trauma-Informed Approach."

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### PROVIDER RESOURCES

## Available Online Trainings

- **Claims and Billing Office Hours** – Offered weekly each Wednesday in March
- **Provider Orientation** – Offered the first three Tuesdays of March
- **Jiva Training** – Offered monthly with both outpatient and inpatient sessions

Providers access the Jiva Provider Portal for electronic submission of requests for services, prior authorization and case management activities. The Jiva Provider Portal is accessed through NaviNet using single sign on functionality. Once in NaviNet, our providers may select the Prior-Authorization Management link, and this will launch the Jiva Provider Portal. To attend a Jiva webinar demonstration, [register here](#).

## Additional Resources

Our website links directly to [North Carolina Department of Health and Human Service \(NC DHHS\) Medicaid Bulletins](#) that include COVID-19 updates and other updates. Providers can find this link on our website under the Providers [Resources and Updates page](#).

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. *If you would like to be removed from this newsletter digest, please click [Remove Me](#) to submit a request.*