

PROVIDER DIGEST

## Provider Digest – May 2022

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

- [Options for Pharmacy Prior Authorizations](#)
- [Prior Authorizations Reminder](#)
- [COVID-19 Vaccination Eligibility and Overdue Report](#)
- [Reminder: Billing Guidance for COVID Over-the-Counter Tests for Home Use](#)
- [Self-Paced Diversity, Equity and Inclusion \(DEI\) training modules with CEUs](#)
- [Get to Know Our Team: Dr. Bryan Smith, Behavioral Health Medical Director](#)

PHARMACY PRIOR AUTHORIZATIONS

## [Options for Pharmacy Prior Authorizations](#)

Pharmacy providers may submit a request for pharmacy prior authorizations in any of the following ways:

1. Prior authorization request forms can be accessed [here](#), then scroll to **How to submit a request for pharmacy prior authorizations**
  - Download and complete the appropriate prior authorization form from the list.
  - Make sure **ALL** pertinent questions are answered, attach any documentation requested, and make sure the form is **signed** by the ordering prescriber.
  - Fax your completed Prior Authorization Request Form to **1-877-234-4274** or call **1-866-885-1406**, 7 a.m. to 6 p.m., Monday through Saturday.

- If you have questions after business hours (Sunday and holidays), please call Member Services at **1-855-375-8811** (TTY 1-866-206-6421)
- 2. Call the ACNC Pharmacy Provider Services at 1-866-885-1406 to submit a prior authorization request for a medication to be picked up at a pharmacy over the phone.
- 3. Submit an electronic prior authorization (e-PA) through your electronic health record (E.H.R) software

**If the pharmacy prior authorization for a medication is denied, you can appeal the decision.**

**How to submit an appeal:**

1. Address **EACH** reason for the denial listed in the denial letter and provide pertinent documentation to support the appeal, e.g., letter of medical necessity including reason for continuation of medication, office visit notes, laboratory tests or values, or the completed drug specific form (if applicable).
  - Ensure that the consent section on the appeal request form is signed by the member or their legal guardian. Please include their current telephone number.
  - Include your current contact information including phone number and fax number for expedient communication.
  - Fax appeal form to **1-833-883-2262**, along with all pertinent documentation for the appeal, e.g., letter of medical necessity, office visit notes, laboratory tests or values, or the completed drug-specific form (if applicable).
2. If a communication is received from the Appeals Department requesting additional information, please address **EACH** specific item noted therein and resubmit for timely processing.

**PRIOR AUTHORIZATIONS**

**Prior Authorizations Reminder**

Beginning May 1, ACNC will no longer accept claims submitted without required prior authorizations. ACNC had implemented selected prior authorization flexibilities to allow providers time to adjust to Medicaid managed care and to learn ACNC authorization processes. We believe sufficient time has passed to end these flexibilities.

Please use our [Prior Authorization Lookup Tool](#) to find out if a service requires prior authorization.

- Fax prior authorization requests to **1-833-893-2262**.
- Fax admission notification, concurrent review and discharge planning requests to **1-833-894-2262**

If you have any questions or need assistance, please contact your dedicated [Provider Network Account Executive](#). For additional information, download a copy of the [Prior Authorization Guide](#).

## PROVIDER RESOURCES

### [COVID-19 Vaccination Eligibility and Overdue Report](#)

AmeriHealth Caritas North Carolina (ACNC) is continuing to prioritize member vaccinations against COVID-19, offering [\\$75 reward](#) to our unvaccinated members who get a COVID vaccine before June 30 and conducting direct member outreach via phone and text. We know that vaccines continue to be the most effective tool in preventing serious illness and hospitalization from COVID-19.

Trusted provider partners play a vital role in this effort. Two important reminders:

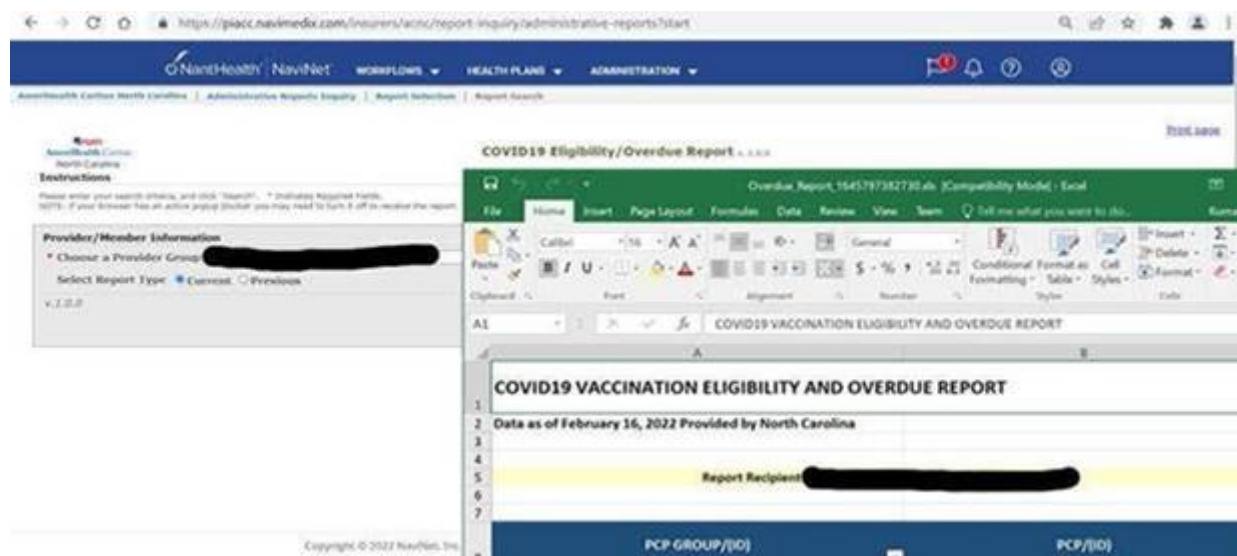
- **NC Medicaid covers vaccine counseling encounters if face-to-face, telehealth, or telephonic**

[Special Bulletin COVID-19 184](#)

- **NC Medicaid increased the COVID Vaccine Administration fee to \$65 earlier this year**

[Special Bulletin COVID-19 210](#)

To help you in identifying those members who are not yet vaccinated, we are posting weekly updates to our **COVID-19 Eligibility/Overdue Report** [in our provider portal, Navinet.](#)



### [Reminder: Billing Guidance for COVID Over-the-Counter Tests for Home Use](#)

NC DHHS announced that effective January 10, 2022, NC Medicaid-enrolled pharmacy providers may bill point-of-sale (POS) for FDA-approved over-the counter (OTC) COVID-19 tests dispensed for use by NC Medicaid beneficiaries in a home setting. Please see SPECIAL BULLETIN COVID-19 #219: Over the Counter Tests for Home Use [here](#).

## TRAINING

### [Self-Paced Diversity, Equity and Inclusion \(DEI\) Training Modules with CEUs](#)

North Carolina Area Health Education Center (NC AHEC) is offering self-paced modules specifically for Primary Care Physician Providers and Non-clinical Staff. Modules 2 and 3 are offered for a registration fee of \$10 and CEU credits are available.

According to NC AHEC, healthcare providers are required to be competent not only in medicine but also in communication and caring for people with different disease burdens, socio-cultural realities, expectations, values, and beliefs. Be it the result of a language barrier, differences in philosophy, differences in cultural norms (& expectations), or even cultural bias, lack of diversity can lead to communication breakdown with patients. Consequently, when patients cannot fully communicate or express their needs, health inequities and health disparities occur. Visit this [link](#) to learn more about all 12 modules and to register.

Article content sourced through [NC AHEC](#).

## GET TO KNOW OUR TEAM

### [Dr. Bryan Smith, Behavioral Health Medical Director](#)



Dr. Bryan Smith is responsible for guiding the development of all ACNC Behavioral Health programs, initiatives, and partnerships; promoting integrated whole person care and improving behavioral health outcomes. He provides clinical guidance, supervision, and subject matter expertise to ACNC senior management and staff to advance the quality of behavioral health care for our members.

Prior to joining AmeriHealth Caritas North Carolina, Dr. Smith served as a Medical Director at Novant Health Psychiatric Medicine in Winston-Salem, and was a practicing Psychiatrist at Central Regional State Psychiatric Hospital, the Durham Veterans Affairs Health Care System, and Assistant Consulting Professor at Duke Medical Center.

He completed his Doctorate of Medicine and residency training in Psychiatry at Wake Forest University School of Medicine Baptist Hospital, and Geriatric Psychiatry fellowship at Duke Medical Center. He is board certified in both general adult and geriatric psychiatry.

<b>QUICK</b>	<a href="#">NCDHHS Taxonomy Enrollment Reminders</a>	<a href="#">Medication Look Up Tool</a>
<b>REFERENCE</b>	<a href="#">Member Rights and Responsibilities</a>	<a href="#">NaviNet Provider Portal</a>
<b>RESOURCE</b>	<a href="#">Prior Authorizations Reference Guide</a>	<a href="#">Region Map and Account Executive Contact</a>
<b>LINKS</b>		

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.*