

November 23, 2021

PROVIDER DIGEST

Provider Digest – November 2021

AmeriHealth Caritas North Carolina (ACNC) is committed to providing the support you deserve. In this season of Thanksgiving, we extend our heartfelt thanks for your continued dedication to supporting our members in getting care and staying well.

You will find the following topics in this email:

- [COVID-19 Vaccination](#)
- [Group Level Disenrollment Reports in NaviNet](#)
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- [Claims and Billing Office Hours](#)
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COVID-19 VACCINATION

Member COVID Vaccination Incentive

In support of the NC DHHS effort to improve statewide vaccination rates, especially among underserved populations, AmeriHealth Caritas North Carolina has joined other Prepaid Health Plans (PHPs) in offering vaccination reward opportunities for members. The first phase of the ACNC incentive program will run from November 1 through January 31, 2022.

ACNC members that are at least 5 years old and have not already been fully vaccinated against COVID-19 may be eligible to earn up to \$160 on their [AmeriHealth Caritas North Carolina CARE Card](#) for getting vaccinated.

- Members who receive the two-part Pfizer or Moderna vaccine can earn \$60 for getting the first shot and \$100 for the second shot.
- Members who choose the one-time Johnson & Johnson vaccine can earn \$100.
- Members must be fully vaccinated by January 31, 2022 to receive the full amount.

ACNC will validate vaccinations in the following ways:

- Tracking vaccine claims paid to pharmacies or providers
- Identifying a member in a data source from the State
- Receiving a report directly from a member via a secure form on our website or by a call to Member Services at **1-855-375-8811**, 24 hours a day, seven days a week.

ACNC will communicate the incentive program information to members via direct mail, text messaging, and on our website. Recognizing the important role that trusted providers play in alleviating concerns about vaccination, ACNC appreciates the support of providers to encourage vaccination among our members and to share information about the reward program. Based on results from the initial campaign, the reward program may be extended into the spring.

DISENROLLMENT REPORTS

Group Level Disenrollment Reports on NaviNet

AmeriHealth Caritas North Carolina (ACNC) provides daily reports of beneficiaries disenrolling from ACNC on our provider portal, NaviNet. These reports are available to our network providers and are specific to ACNC members on your panel. Each group level report identifies the member, current PCP, Member disenrollment date and the reason for disenrollment. (see example below).

Provider Member Disenrollment Report

Provided by: AmeriHealth Caritas North Carolina



MEMBER ID	LAST NAME	FIRST NAME	PCP NAME	PROVIDER TIN	MEMBER DISENROLLMENT DATE	REASON FOR DISENROLLMENT	REASON FOR DISENROLLMENT DESC	DISENROLLMENT NOTIFICATION DATE
999999999	DOE JR.	JOHN	SAMPLE MEDICAL GROUP	SAMPLE MEDICAL GROUP [02000000]	12/31/2021	MCS001	Standard Plan Mandatory	10/19/2021
999999901	DOE	IANE	SAMPLE MEDICAL GROUP	SAMPLE MEDICAL GROUP [02000000]	11/30/2021	MCS001	Standard Plan Mandatory	10/19/2021

This information is important to your practice because it may impact billing and continuity of care for those members. Disenrollment from ACNC does not necessarily mean the individual is disenrolling from managed care or from Medicaid.

We encourage providers to establish a protocol for checking for these reports daily. A tutorial for accessing the reports is available on our website at <https://www.amerihealthcaritasnc.com/provider/resources/navinet.aspx>

If you have questions about the disenrollment report, or to learn more about the resources available to you via NaviNet, please reach out to your [dedicated Account Executive](#).

PRIOR AUTHORIZATIONS

Prior Authorization Reminder

Before submitting your request, 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.

CLAIMS AND BILLING

Claims and Billing Office Hours

AmeriHealth Caritas North Carolina offers weekly office hours sessions to answer your claims and billing questions. Please register for one of the dates below to attend a session.

To help ensure that your questions are answered during the session, please submit your questions to ProviderRecruitmentNC@amerihealthcaritas.com using the subject line "Office Hours" by the Monday before your planned session. You may also submit your questions with your registration submission.

Date	Time	Registration Link
Wednesday, November 24, 2021	5 p.m. – 6 p.m. ET	Register
Wednesday, December 1, 2021	5 p.m. - 6 p.m. ET	Register
Wednesday, December 8, 2021	5 p.m. - 6 p.m. ET	Register
Wednesday, December 15, 2021	5 p.m. - 6 p.m. ET	Register
Wednesday, December 22, 2021	5 p.m. - 6 p.m. ET	Register
Wednesday, December 29, 2021	5 p.m. - 6 p.m. ET	Register

Electronic Funds Transfer Payments

AmeriHealth Caritas North Carolina has contracted with Change Healthcare and ECHO® Health Inc. to administer electronic funds transfer (EFT) payments.

Enroll Today

If you already receive payments from another ECHO Health payer, you may be able to enroll for EFT with AmeriHealth Caritas North Carolina using your existing account. Please make sure you have an ECHO Health draft number and corresponding payment amount so your enrollment request can be validated. A draft number is listed as the EPC draft number on ECHO Health's explanation of payments. If you need assistance locating an ECHO payment in order to register or have questions, you can contact ECHO at **1-888-834-3511** Monday-Friday from 8 am – 6 pm ET.

To enroll please visit, <https://enrollments.echohealthinc.com/efteradirect/enroll>.



Events and reminders

Jiva demonstration sessions

- Join us for a demonstration of Jiva, our solution for managing inpatient and outpatient prior authorizations. We offer monthly, two-hour webinar demonstrations at no cost to you. For more information and to register, visit our [Provider Training](#) page.

Provider Orientation Training

- [Sign up](#) for a December training session.

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 or AmeriHealth Caritas North Carolina's Provider Network Management leadership.