

# AmeriHealth Caritas New Hampshire Provider Training

Provider Network Management



Delivering the Next  
**Generation**  
of Health Care

# Mission and Vision

AmeriHealth Caritas New Hampshire is part of the AmeriHealth Caritas Family of Companies (AmeriHealth Caritas). AmeriHealth Caritas is one of the nation's leaders in health care solutions for those who need it most.

## **Our mission:**

We help people get care, stay well, and build healthy communities.

## **Our vision:**

Our goal is to develop strategic partnerships and build accessible, flexible health systems across the nation. Moving forward as health care evolves, we will continue to ensure the greatest level of care at maximum value for members, providers, and governments.

# New Hampshire Medicaid Care Management Program

New Hampshire's Medicaid Care Management program is administered through the New Hampshire Department of Health and Human Services (DHHS) for individuals who meet specific income thresholds and other eligibility criteria, including pregnant women, children, parents/caretaker relatives, non-elderly, non-disabled adults under age 65, and individuals who are Aged, Blind or Disabled, among others.

Individuals covered under the Granite Advantage waiver are also included in the program. These are individuals in the Medicaid new adult eligibility group, covered under Title XIX of the Social Security Act who are adults, ages 19 to 64 (inclusive), with incomes up to and including 138 percent of the federal poverty level (FPL) who are not pregnant, not eligible for Medicare and not enrolled in New Hampshire's Health Insurance Premium Payment (HIPP) program.

# Provider Network Management

## *Dedicated Account Executive*

When you join AmeriHealth Caritas New Hampshire, a local and knowledgeable Provider Network Management Account Executive (AE) who is well-versed in both physical and behavioral health will be assigned to your area. Your AE is your single point of contact and is available to assist you in resolving issues and answering any questions you may have.

We are committed to hiring AEs who live in New Hampshire, and who have specific training and experience working with the substance use disorder and behavioral health provider community.

The AmeriHealth Caritas New Hampshire Provider Network Management team is located in New Hampshire, and your dedicated AE will routinely meet with you in person to provide orientations, ongoing education, and assistance.

The Provider Services Call Center and the local Medical Management team are also available to assist you.

# Electronic Claim Submission

All claims submitted by providers **must** be billed on the CMS-1500 or UB-04, on the electronic equivalent (via EDI) of these standard forms, or via Change Healthcare WebConnect for direct submission of claims.

AmeriHealth Caritas New Hampshire participates with Change Healthcare. As long as you have the ability to send EDI claims to Change Healthcare, whether through direct submission or through another clearinghouse or vendor, you may submit claims electronically.

If you are **not** set up for electronic submission:

- Contact your practice management software vendor or EDI software vendor.
- Inform your vendor of AmeriHealth Caritas New Hampshire's EDI payer ID: **87716**.
- You may also contact Change Healthcare at **1-877-363-3666** or visit [www.changehealthcare.com](http://www.changehealthcare.com) for information on contracting for direct submission to Change Healthcare.
- If you need assistance with beginning electronic submissions, you may contact AmeriHealth Caritas EDI Technical Support at **1-833-686-2264**.

## Claims (EFT)

AmeriHealth Caritas New Hampshire partners with Change HealthCare for electronic funds transfer (EFT). EFT simplifies reimbursement by transferring funds electronically to your bank account, eliminating the need for paper checks. EFT is convenient, can reduce administrative overhead, and allows access to your funds more quickly.

To enroll, please call **1-866-506-2830** or visit the Change Healthcare EFT Enrollment Center at <https://www.changehealthcare.com/support/customer-resources/enrollment-services>.

# Paper Claim Submission

AmeriHealth Caritas New Hampshire does accept paper claims. However, plan providers are encouraged to bill electronically.

Paper claims may be submitted to:

**AmeriHealth Caritas New Hampshire**

**Attn: Claims Processing Department**

**P.O. Box 7387**

**London, KY 40742-7387**

# Claim Filing Deadlines

Type of Claim	Description & Time Frame
<b>Original Claim</b>	Must be submitted to the Plan within <b>120 calendar</b> days from the date services were rendered or compensable items were provided
<b>Rejected Claim</b>	Is not registered in the claim processing system and can be resubmitted as a new claim. Corrected and resubmitted within <b>120 days</b>
<b>Denied Claims</b>	Are those that were processed in the claims system. They may have a payment attached or may have been denied. A corrected claim may be submitted within <b>365 days</b> of the original date of service to have the claim reprocessed.
<b>Claims with EOB (TPL)</b>	Must be submitted to the Plan within <b>60 days</b> from the date of the third party's EOB.

For more information, please refer to the Claims Billing Guide.



# Behavioral Health Services Requiring Notification

- Crisis intervention:
    - Notification required within two business days after service.
  - American Society of Addiction Medicine (ASAM) Levels of Care: Notification is required at time of admission.
    - Level 1- Withdrawal Management: Ambulatory Withdrawal Management Without Extended On-Site Monitoring.
    - Level 2- Withdrawal Management: Ambulatory Withdrawal Management With Extended On-Site Monitoring.
    - Level 2.1- SUD Intensive Outpatient Services.
    - Level 2.5- SUD Partial Hospitalization Services.
    - Level 3.1- Clinically Managed Low-Intensity Residential Services.
    - Level 3.2- WM: Clinically Managed Residential Withdrawal Management.
    - Level 3.3- Clinically Managed Population-Specific High-Intensity Residential Services.
    - Level 3.5- Clinically Managed High-Intensity Residential Services.
    - Level 3.7- Medically Monitored Intensive Inpatient Services.
    - Level 4- Medically Managed Intensive Inpatient Services.
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# Substance Use Disorder Services Notification Requirements

AmeriHealth Caritas New Hampshire will not require prior authorization or authorization for claims purposes for ASAM levels of care identified as necessary by a clinician trained in the use and application of ASAM criteria.

AmeriHealth Caritas New Hampshire will require a notification of certain ASAM levels of care admissions for the purpose of helping members transition through appropriate levels of care and discharge planning.

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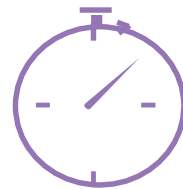
# A Closer Look at Local Care Management

AmeriHealth Caritas New Hampshire is in the community, offering individualized support and coordinating the full spectrum of care services and resources that address our members' unique needs.



## Local Care Managers and LCMs

Community-based clinical and non-clinical staff that work to address care gaps, facilitate integration, and understand local resources for the benefit of our members and providers.



## Rapid Response and Outreach Team

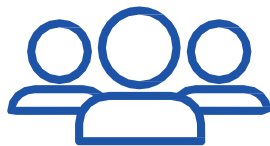
Office-based staff who help members access providers, set up appointments, adhere to medication regimens, arrange transportation, and connect to community resources.



**BRIGHT**START®

## Bright Start Care Management team

Specialized staff who assist expectant mothers by promoting healthy behaviors and controlling risk factors during pregnancy.



## Member and Community Engagement team

Non-clinical staff who work with our partners to locate difficult-to-engage members to reconnect them with care management and community resources and stay connected to regional issues through in-person engagement.



## Recovery care team

An interdisciplinary team of substance use disorder professionals with specialty experience and training who will focus on statewide issues which impact the recovery continuum.



PerformPlus®

## NEW BEGINNINGS PROGRAM

SUBSTANCE USE DISORDER AND RECOVERY TREATMENT

# New Beginnings Program

AmeriHealth Caritas' New Beginnings Program rewards primary care providers who deliver efficient, whole-person care for members seeking treatment and recovery for alcohol and substance use disorders. To further support these members looking for their own new beginnings, this incentive program can help reduce unnecessary costs related to caring for these members while increasing access to a range of behavioral and physical health services.



Provider incentives for quality performance.



Customizable to support your practice's internal goals.



Flexible risk arrangements of upside-only and shared risk options.



Access to analytic tools and predictive modeling.



Assistance with clinical support and practice transformation.



Incentives available for addressing social determinants of health needs.

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# Questions

