

AmeriHealth Caritas District of Columbia Dental Program

| Quick Reference Information | |
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| Provider website | www.amerihealthcaritasdc.com |
| Provider Services department | 1-855-609-5170 Monday – Friday, 8:00 a.m. – 6:00 p.m. |
| Member Services department | 1-800-408-7511 (Medicaid) 1-866-842-2810 (Alliance) 1-800-570-1190 (TTY members) |
| Member eligibility | <p>Participating providers may access eligibility information through:</p> <ul style="list-style-type: none"> • Login to Provider Portal via www.amerihealthcaritasdc.com • Utilize the interactive voice response system eligibility hotline at 1-877-759-6186 • Contact Member Services department at: <ul style="list-style-type: none"> – 1-800-408-7511 (Medicaid) – 1-866-842-2810 (Alliance) |
| Member copayment | Some members may have copayment responsibilities. Copayment amounts will be noted on the member's ID card. |
| If the member needs a ride to an appointment | <p>Reservations and "Where is my Ride" status: 1-800-315-3485</p> <p>Get a ride: Monday – Friday, 8:00 a.m. – 5:00 p.m.</p> <p>Ride status: 24 hours a day, 7 days a week</p> |

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| Authorization information | <p>Prior authorization decisions are made within two business days from the date the request is received, provided all information is complete.</p> <p>Prior authorizations will be honored for 180 calendar days from the date they are determined.</p> <p>Authorizations requests can be submitted via:</p> <ul style="list-style-type: none"> • Provider website at www.dentists.amerhealthcaritas.com • Electronic submission via clearinghouse • Health Insurance Portability and Accountability Act (HIPAA) compliant 837D file • Paper (2012 or newer ADA form) <p>Mail to: AmeriHealth Caritas District of Columbia P.O. Box 654 Milwaukee, WI 53201</p> |
| Claims information | <p>The timely filing requirement is 180 calendar days. Non-network and emergency transportation providers have 180 days from the last date of service.</p> <p>Claims submissions can be received in the following formats:</p> <ul style="list-style-type: none"> • Electronic claims via the provider website at www.amerhealthcaritasdc.com • Electronic submission via clearinghouse • HIPAA compliant 837D file • Paper claims via ADA 2012 or newer form <p>Mailed claims should be sent to the following address: AmeriHealth Caritas District of Columbia P.O. Box 541 Milwaukee, WI 53201</p> |
| Provider complaints | <p>To make an inquiry or file a complaint, contact the Provider Services department at 1-855-609-5170.</p> <p>To file a written complaint, send the complaint to the following address: AmeriHealth Caritas District of Columbia P.O. Box 231 Milwaukee, WI 53201</p> |

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| Provider claims and continuation of care | To request reconsideration of authorizations or claims, the provider may call 1-855-609-5170 . Please send you letter to: AmeriHealth Caritas District of Columbia P.O. Box 231 Milwaukee, WI 53201 |
| Provider authorization: appeals and grievances | To submit appeals for member grievances, please send information to: AmeriHealth Caritas 200 Stevens Drive Philadelphia, PA 19113 |
| Fraud and abuse reporting | To report potential member fraud and abuse, please contact the Fraud and Abuse Hotline at 1-866-833-9718 . |

If you need this information in English, contact Member Services by calling 202-408-4720 or 1-800-408-7511, 24 hours a day.

Si necesita esta información en español, comuníquese con Servicios al Miembro llamando al 202-408-4720 o 1-800-408-7511, las 24 horas del día.

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إذا احتجت إلى هذه المعلومات باللغة العربية، يرجى الاتصال بفريق خدمة الأعضاء على الرقم 202-408-4720 أو الرقم 1-800-408-7511، وذلك على مدار الساعة.


Si vous avez besoin de ces renseignements en français, veuillez contacter les Services aux membres en appelant au 202-408-4720 ou au 1-800-408-7511, 24 heures sur 24.

如果您需要用中文獲得此資訊，可每天 24 小時致電 202-408-4720 或 1-800-408-7511，聯絡會員服務部。

Se necessitar estas informações em Português, entre em contato com o Serviços para Associados ligando para 202-408-4720 ou 1-800-408-7511, 24 horas por dia.

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District of Columbia
www.amerihealthcaritasdc.com