AmeriHealth Caritas
North Carolina

NEWS FOR OUR
Providers

CARE IS THE HEART OF OUR WORK

March 20, 2024

Additional Information on Electronic Claims Submission to Availity

Summary:
While Change Healthcare continues to address their network interruption related to a cyber security incident, AmeriHealth Caritas North Carolina (ACNC) has established a connection with Availity to receive electronic claims. In order to submit electronic claims to ACNC you must register with Availity.

Electronic claims submission:
- If you or your clearinghouse do not currently use Availity to submit claims, Register Here.
- You will find registration options for Healthcare and Atypical Provider, so please choose the one that aligns with your business.
- Availity is waiving registration fees for our providers.
- The ACNC payer ID for claim submission has not changed and is **81671**.
- If you are currently registered with Availity for another payor, or if you use another clearinghouse, you must request that they route your electronic claims for ACNC to Availity.

Availity resources:
- For registration process assistance and other resources, access the Training Site on the Availity registration page.
- Upon logging into the system, check your Notification Center on the Home page for quick access to an Availity Essentials Onboarding course.
- You may also access the Availity Learning Center for a comprehensive, training solution that helps healthcare organizations train their staff on Availity products.
- Resources
  - Providers, Health Plans, and Trading Partners
  - A New User Guide
  - An Administrator Guide
  - A Guide for Connecting to Lifeline Payers is available for providers who utilize a practice management system, EHR, or other billing software to generate claim batch files.

To access:
- Log in to Availity Essentials
- Click Help & Training | Get Trained

Questions:

Please note, our Provider Services Department will not be able to assist with processing your payments any sooner.

For further assistance with Availity, providers can call Availity Client Services at: **1-800-282-4548 Monday-Friday, 8:00 am to 8:00 pm (ET)**. The Client Services team supports all Availity products and works with callers until an issue is resolved. Providers may also submit a request directly to an Availity representative.

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.