

Provider Concerns Directly to PHP-Tips

- **AmeriHealth Caritas NC:** has two forms for provider appeals and grievances that are located on their website. There are no forms for general provider questions and issues. However, the providers may use the AHEC-developed forms when contacting their Account Executive, a dedicated resource. The Account Executive contact information can be found here:
<https://www.amerihhealthcaritasnc.com/provider/resources/account-executives.aspx>
- **Carolina Complete Health:** currently does not have a form on the Network website, HelpStat, where a provider can submit urgent issues that come into the Network Relations inbox:
<https://network.carolinacompletehealth.com/help-stat.html> No objections to using the AHEC developed forms.
- **Healthy Blue NC:** does not have a process for submitting questions or issues directly on the website. They have several processes by which providers can submit issues for resolution. Providers can reach out to provider relations team via email at NC_provider@healthybluenc.com. Providers can also contact the provider service line at 1-844-594-5072. Through these channels providers can request grievances, appeals, and claim disputes. The details on these types of submissions can be found in the provider manual under section 2.40. The provider relations team has advised that the AHEC developed template would be acceptable when providers submit email requests to the NC_provider@healthybluenc.com. The only addition requested is the providers county.
- **UnitedHealthcare:** reconsideration Claim Form. The protocol is outlined in the Provider Manual Chapter 12: Claim Reconsiderations, Appeals and Grievances.
- **Wellcare:** Wellcare does have a "Contact Us" form on the provider web portal, which is sent directly from the portal team to provider relations. The form includes all options to designate the source of the issue, and a field to enter additional comments. This form is located on the unsecured portion of the portal, therefore accessible to add providers (PAR or NON-PAR).
<https://www.wellcare.com/en/North-Carolina/Contact-Us/Contact-Us-Form>

V.11/23/21

Recruit, Train, and Retain: Developing the workforce for a healthy North Carolina