

Provider Tip Sheet



American Health Advantage of Florida is an Institutional Special Needs Medicare Advantage Plan designed to meet the unique needs of Medicare beneficiaries in certain institutional levels of care. Our plan is contracted with TruHealth Advanced Practice Providers and RN Case Managers who assist the Member's Primary Care Physician in coordinating care.

Important plan contact information

Provider help desk: General provider contract questions, claims status/payment questions, general plan information	855-521-0626 (option 4)
Provider Payment Method Inquiries: Virtual card, ACH, or other payment inquiries	888-834-3511
Customer service: Verify member's benefits / coverage, general benefits questions	855-521-0626 (option 3)
Utilization management: Authorizations for medical services, and continued stay reviews / updates	855-521-0626 (option 4)
Website	FL.AmHealthPlans.com

Other important contact information

TruHealth Advanced Practice Provider / RN Case Manager: Share clinical information, request clinical assistance	855-521-0626 (option 1) Fax: TBD
ELIXIR PHARMACY Technical Help Desk: General questions related to Part D drugs. Inquiries may pertain to operational areas related to Part D coverage such as benefit coverage, prior authorization, claims processing, claims submission, and claims payment.	833-674-6202

Claims processing

Electronic claims (preferred)	Clearinghouse: Availity EDI billing number: 31150
Mailing address (paper claims)	P.O. Box 31039 Tampa, FL 33631-3039

For TIMELY FILING REQUIREMENTS for initial and corrected claims submission, please refer to your provider agreement.

Prior Authorization is required for the following covered services

Ambulance Services Medicare covered non-emergency Ambulance transportation services (NOTE: No authorization is needed for non-emergency transport from hospital to nursing home and nursing home to hospital)	Other Medicare Part B Drugs covered drugs with billed charges in excess of \$250.
Cardiac Rehabilitation and Intensive Cardiac Rehabilitation	Outpatient Observation
Diabetic Supplies with billed charges in excess of \$250	Out-of-Network Providers
Diagnostic Radiological Services e.g. High-Tech Radiology Services including but not limited to MRI, MRA, PET, CTA, CT Scans, and SPECT require prior authorization. (NOTE: No authorization required for Outpatient X-ray Services)	Outpatient Hospital and Ambulatory Services
DME, Prosthetics, and Orthotics with billed charges in excess of \$250	Partial Hospitalization
Genetic Testing	Skilled Nursing Facility Medicare required three midnight stay is waived
Home Health Care	Therapy Services Physical, Speech and Occupational Therapy NOT performed at LTC residence or other SNF Therapy Setting.
Inpatient Care including but not limited to: Inpatient Acute, Inpatient Psychiatric, etc.	
Medicare Part B Chemotherapy Drugs with billed charges in excess of \$250	NOTE: NO AUTHORIZATION is required for medically necessary emergent services, urgently needed care, or dialysis services.

Authorization forms available at **FL.AmHealthPlans.com**; fax completed form to **866-381-1194**

Identification of American Health Advantage of Florida members

You can identify an American Health Advantage of Florida member when they come into your office or facility by reviewing a copy of their Skilled Nursing Facility face sheet or their Member ID card. See examples below:

Sample face sheet (1)

Run Date/Time: 1/1/2021 3:04:44 PM		PATIENT ID: 123456		Admission ID: MNC12345		Enterprise ID: None	
PATIENT NAME:		Preferred Name		U.S. Citizen		Marital Status	
Doe, Jane A.				Y		Widowed	
Phone #	SSN	Occupation (current or former)	Education Level	Military Service	Age	Birthdate	Email
731-555-1212	000-00-0000				81	3/6/1937	
Primary Residence							
Address		City, State, Zip		County			
123 ABC Road		Somewhere, TN 55512		Benton			
Admit From		Admit Date/Time		Discharge Date		Org Location	
XYZ Hospital		2/2/2021				B/106/100 Hall/Sta	
		8:00:00 PM					
Medicaid No.	Medicare A No.	Medicare B No.	Other Insurance				
ZICM55555555	None	T03001234	RUGs Pending - RUG Pend/NA/NA; Private Pay- Pvt Pay/NA/NA; Private Pay - Pat Liab/NA/NA; Medicaid of TN - MCD12345678912/NA; American Health Adv A - American Health Adv/ T03001234/NA				

Sample face sheet (2)

RESIDENT INFORMATION							
Resident Name	Preferred Name	Unit	Room/Bed	Admission Date	In it. Adm. Date	Orig. Adm. Date	
DOE, JOHN B.				5/19/2021	4/23/2021	4/23/2021	
Previous address		Previous phone		Legal Mailing Address			
555 Wind Breeze Street, Memphis TN 38116		901-555-5656		Same as Previous Address			
Sex	Birthdate	Age	Marital Status	Religion	Race	Occupation(s)	
M	5/14/1940	80	Widowed	Non Denominational	Black or African American	mechanic	
Admitted From		Admission Location		Birth Place		Citizenship	
Acute care hospital		Baptist East				U.S.	
TN MCO Number		Medicare (HIC) #		Medicare Beneficiary ID			
123456789				1Y23Y4GR56			
Social Security #		Insurance 2		Insurance			
123-45-6789				American Health Advantage			
Policy #		Insurance Policy # 2					
T03009876							
PAYER INFORMATION							
Primary Payer	AMERICAN HEALTH ADVANTAGE OF TN	Member ID #	T03009876	Group #	null	Ins Company	
Second Payer	Medicaid	Medicaid #	ID987543210				
Third Payer		Policy #		Group #		Ins. Company	
Fourth Payer		Medicaid #		Group #		Ins. Company	

Sample Member ID Card

AMERICAN HEALTH ADVANTAGE OF FLORIDA

TOLL FREE 1-855-521-0626 (TTY/TDD: 1-833-312-0046)

ISSUER ID: H6652-001

MEMBER ID:

MEMBER:

AMERICAN HEALTH ADVANTAGE OF FLORIDA

CMS H6652 001

RxBIN: 012312

RxPCN: PartD

RxGRP: H6652001

Medicare

ENROLLEE INFORMATION

Member Services: 1-855-521-0626 (TTY: 1-833-312-0046)

October 1 through March 31: 8:00 am to 8:00 pm, 7 days a week

April 1 through September 30: 8:00 am to 8:00 pm, Monday to Friday

IMPORTANT PROVIDER INFORMATION

fl.ahhealthplans.com

Provider Services: 1-855-521-0626. Pharmacists: 1-833-674-6202

Contracted and non-contracted providers may send claims to:

Medical:
American Health Advantage of Florida
P.O. Box 31039
Tampa, FL 33631-3039
EDI# 31150

Pharmacy:
MedImpact
Attn: Appeals Dept
10181 Scripps Ct
San Diego, CA 92131

