

AmeriHealth Caritas Delaware Provider Bulletin

Balance Billing Members

Attention AmeriHealth Delaware providers:

Reminder: AmeriHealth Delaware members should not be balance billed by any participating provider. AmeriHealth Caritas Delaware continues to receive numerous complaints from our members who have been inappropriately balance billed for services rendered by a participating provider. As a reminder, please reference the below language from the AmeriHealth Caritas Delaware Provider Manual — Section IX: Claims Submission Protocols and Standards:

- **Balance Billing Members**

Under the requirements of the Social Security Act, all payments from AmeriHealth Caritas Delaware to participating Plan providers must be accepted as payment in full for services rendered. Members may not be balanced billed for medically necessary covered services under any circumstances. All providers are encouraged to use the claims provider complaint processes to resolve any outstanding claims payment issues.

You can access the complete AmeriHealth Caritas Delaware Provider Manual at www.amerihealthcaritasde.com.

Questions?

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-855-707-5818**.