

AmeriHealth Caritas Delaware

Provider Bulletin

This bulletin pertains specifically to personal care services and attendant home care providers.

Attention home and community-based service (HCBS) providers:

Effective **February 15, 2019**, our HCBS providers must submit the following information to the plan:

- Information on each Diamond State Health Plan-Plus (DSHP-Plus) long-term services and supports (LTSS) member.
- The total number of hours that have been authorized, or unauthorized, for skilled nursing and/or home health aide services each week.
- The number of authorized hours missed, including a written explanation of why the shift was missed and reason code selected from the legend:

UN	The agency is unable to staff the case.
NA	The assigned staff is not available.
H	The shift did not need to be covered because the member is in the hospital.
FR/ FD	The family refused the services that were offered, or the family deferred the scheduled hours so the services can be provided at a different time.
OA	A different agency provided the services.
PI	Private insurance is covering these hours.

The accurate and timely submission of your shift care reports are a requirement of your agreement with AmeriHealth Caritas Delaware and, ultimately, our agreement with the state. These updated requirements necessitate your full cooperation with your shift care reporting obligations.

The late and missed shift care report form is available on our website at www.amerhealthcaritasde.com > [Providers > Provider Manuals and Forms](#).

Please routinely and consistently submit your late and missed shift care report forms via email to acdeltss@amerihealthcaritasde.com.

Questions?

If you have questions about this communication, please contact your Provider Account Executive.