



AmeriHealth Caritas[™]

Delaware



December 2020

ProviderPost

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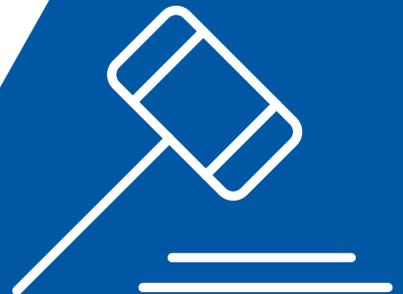
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- Prior Authorization Lookup tool available on plan website
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AmeriHealth Caritas Delaware is on Facebook and Instagram!

Follow AmeriHealth Caritas Delaware on Facebook or Instagram for event information, health tips, member information, and more.

Search for **@AmeriHealthCaritasDE** on either social platform to find us.



Fraud Tip Hotline

1-866-833-9718, 24 hours a day, seven days a week.

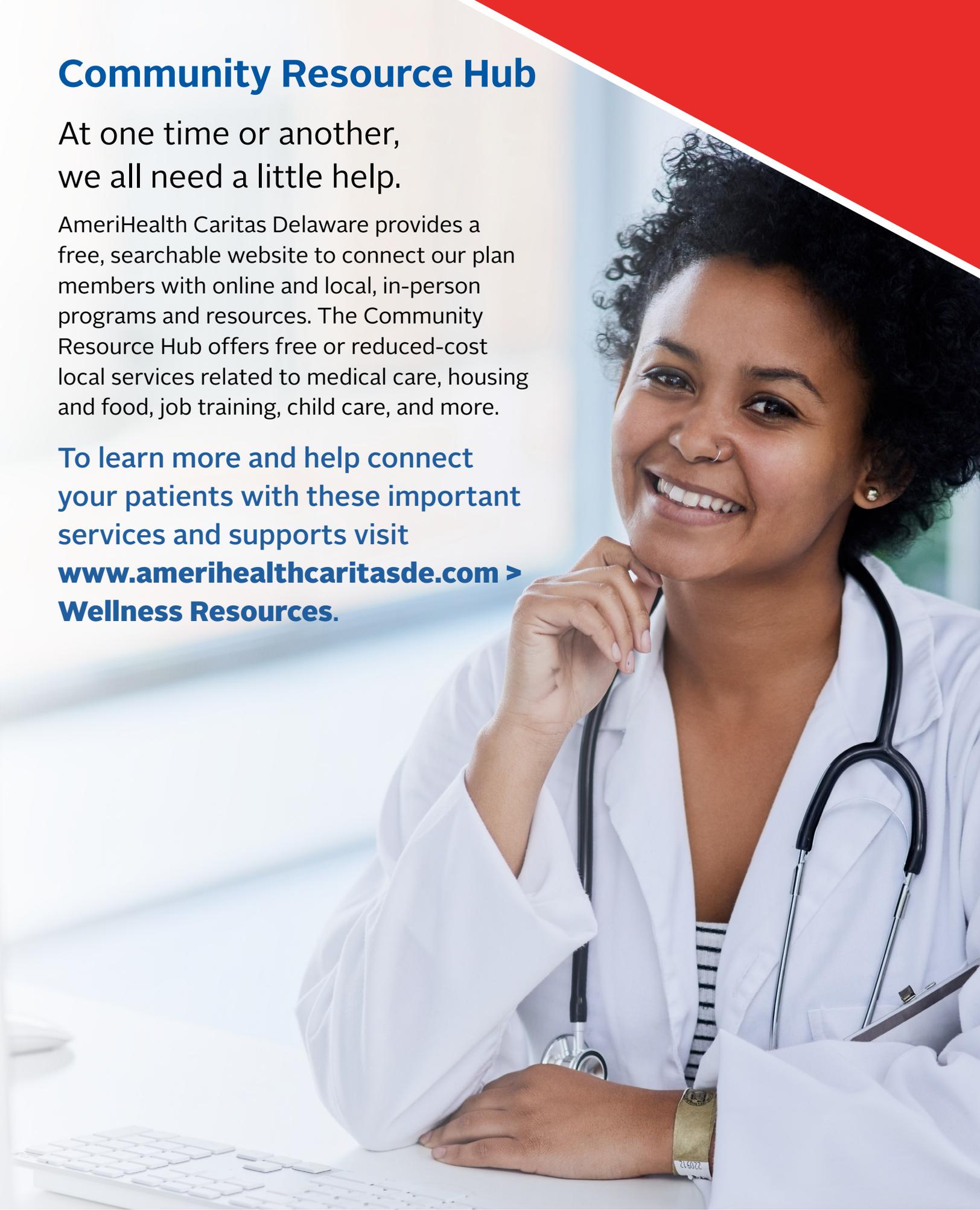
Secure and confidential.
You may remain anonymous.

Community Resource Hub

At one time or another,
we all need a little help.

AmeriHealth Caritas Delaware provides a free, searchable website to connect our plan members with online and local, in-person programs and resources. The Community Resource Hub offers free or reduced-cost local services related to medical care, housing and food, job training, child care, and more.

To learn more and help connect your patients with these important services and supports visit www.amerihhealthcaritasde.com > **Wellness Resources.**





Prior Authorization Lookup tool available on plan website

Beginning **December 14, 2020**, confirming authorization requirements is as simple as entering a Current Procedural Terminology (CPT) code or a Healthcare Common Procedure Coding System (HCPCS) code and clicking “submit.”

AmeriHealth Caritas Delaware is excited to introduce the new **Prior Authorization Lookup tool**. This new, user-friendly resource allows users to enter a CPT or a HCPCS code to verify authorization requirements in real time before delivery of service.

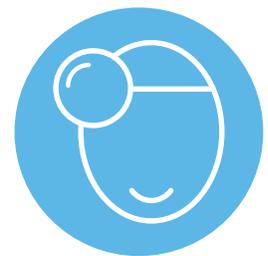
The Prior Authorization Lookup tool was designed to help reduce the administrative burden of calling Provider Services to determine whether prior authorization is required. The tool is easy to use and offers general information for outpatient services performed by a participating provider.

To try the Prior Authorization Lookup tool, visit www.amerihhealthcaritasde.com/provider/resources/prior-authorization-lookup.aspx.

Prior authorization requests **cannot** be submitted through the tool and should continue to be requested through your current process. We would like to remind you that you can submit your requests electronically via NaviNet. Through your single login to NaviNet, you can request prior authorization and view authorization history. If you are not already a NaviNet user, visit <https://navinet.secure.force.com/> to sign up.

If you have questions about the tool, please contact your Provider Account Executive or the Provider Services department at **1-855-707-5818**. If you have questions related to a procedure code or prior authorization, please call **1-855-396-5770**.

Our mission
We help people:



Get care



Stay well



Build healthy communities

We believe everyone should have access to quality health care and services.



Important reminder: Grievance process

Providers should direct members who have a concern or question regarding the health care services they have received under AmeriHealth Caritas Delaware to contact Member Services at the toll-free number on the back of the member ID card.

To file a grievance:

- Call:
DSHP Member Services:
1-844-211-0966 (TTY 1-855-349-6281).

DSHP Plus Member Services:
1-855-777-6617 (TTY 1-855-362-5769).
- Write to:
AmeriHealth Caritas Delaware
Attn: Complaints and Grievances
P.O. Box 80102 London, KY 40742-0102

AmeriHealth Caritas Delaware will send the member an acknowledgment letter within five business days of receiving the grievance. The plan will send a decision letter within 30 calendar days of receiving the request. In some cases, the plan may need additional time to obtain more information. Reasonable efforts will be made to give the member prompt verbal notice of the delay and a written notice will be sent to the member within two calendar days explaining why an extension is needed.

**Member Services
hours of operation:
24 hours per day,
7 days per week.**

Important reminder: Late and missed shift care reporting

Home and community-based service (HCBS), private-duty nursing (PDN), and skilled home health providers are encouraged to routinely report information on late and missed care services for AmeriHealth Caritas Delaware members.

Providers are to report:

- The total number of hours that have been authorized for attendant care (AC), skilled nursing (SN), home health aide (HHA), homemaker (HMR), PDN, and therapy (THY) services each week.
- The number of authorized hours late or missed and a written explanation of why the shift was late or missed.

The late and missed shift care report template and reporting instruction guide is available on our website at www.amerihealthcaritasde.com > **Providers > Provider Manuals and Forms > Home Health Agency.**

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

Questions

If you have any questions, please contact **Deneka Smith** at dsmith3@amerihealthcaritasde.com.





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