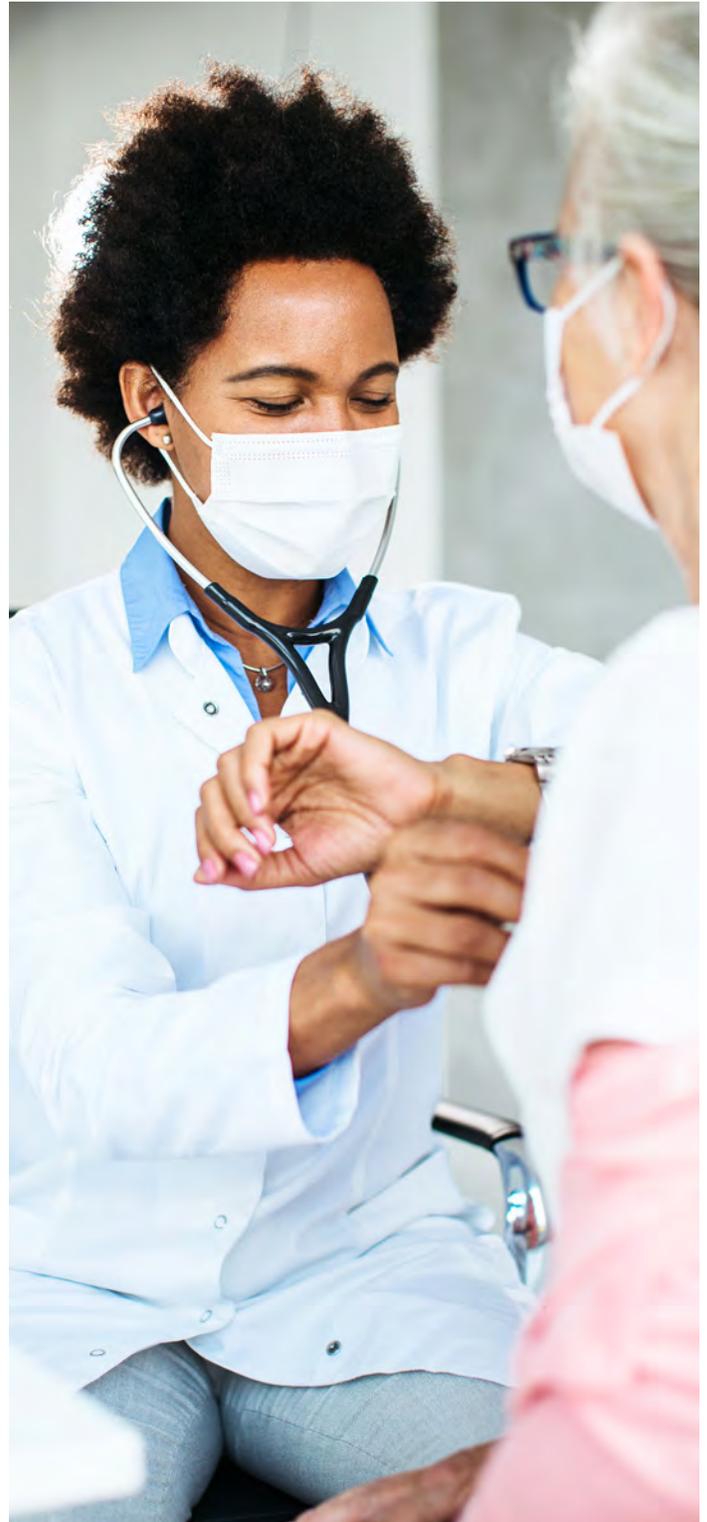


Spring 2021

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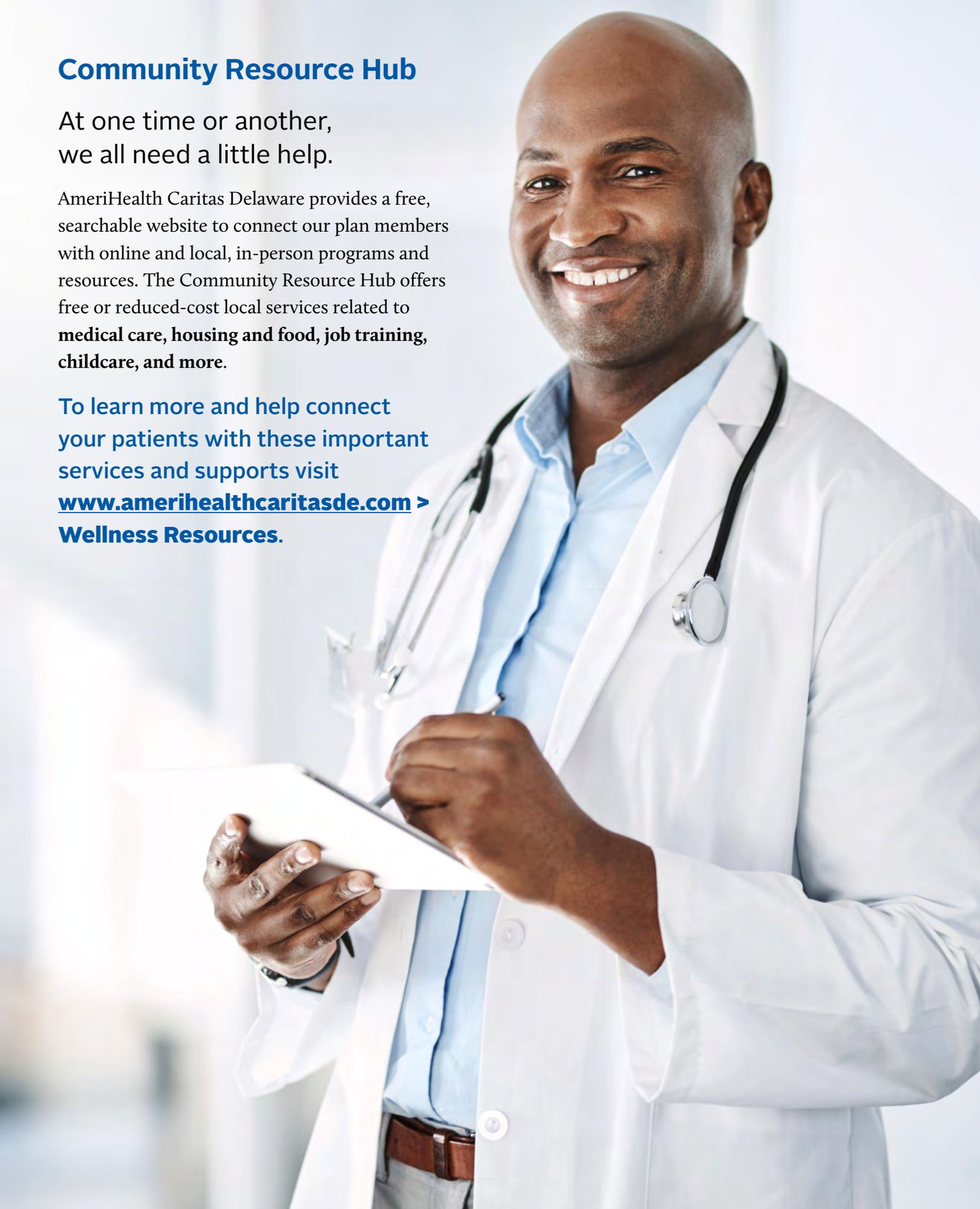


Community Resource Hub

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, childcare, and more.**

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



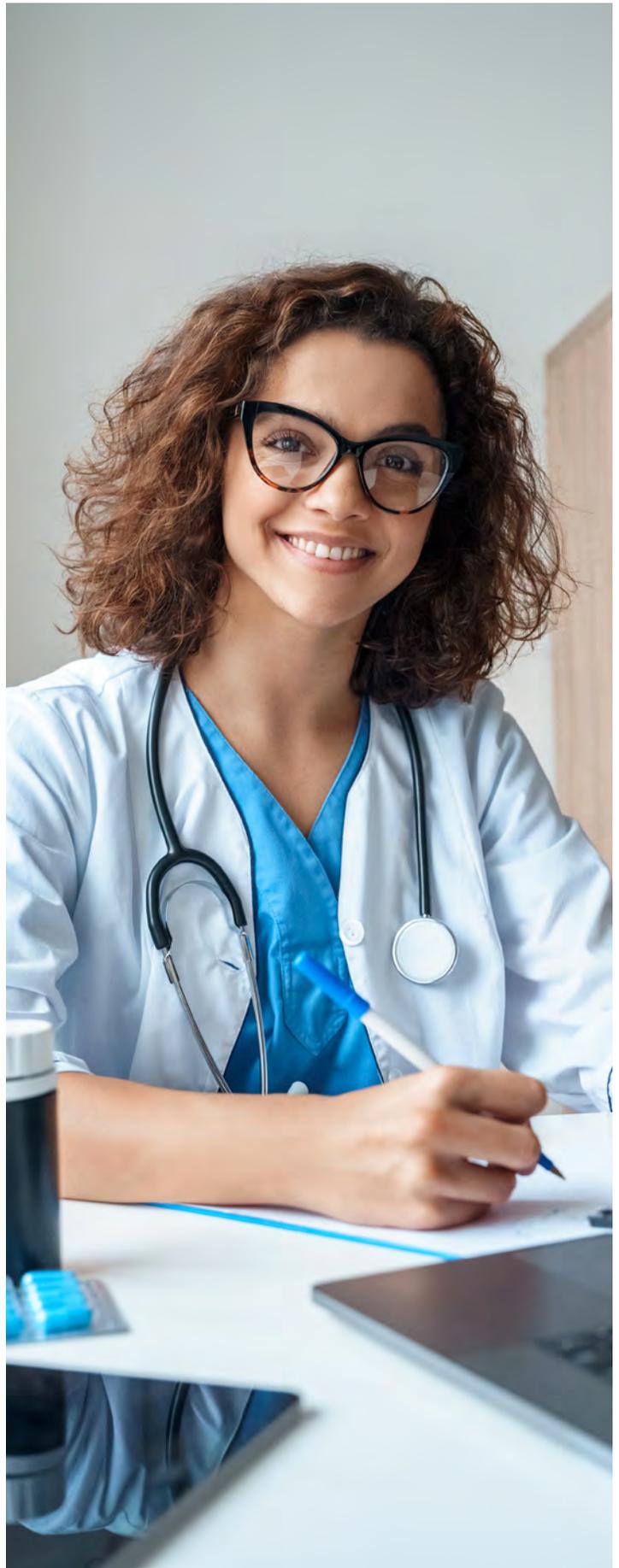
Prior Authorization Lookup Tool available on plan website

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.amerhealthcaritasde.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.



Introducing the AmeriHealth Caritas Delaware CARE Card program for members

With the AmeriHealth Caritas Delaware CARE Card program, members can earn rewards for completing their new member Health Risk Assessment, and other eligible healthy behaviors.*

How the program works

The CARE Card is part of a new program that rewards our members for keeping their appointments for recommended health tests and screenings with you and other health care providers.

New AmeriHealth Caritas Delaware members will receive a CARE Card and brochure in the mail containing a Welcome Packet explaining the CARE Card program, and the available options for completing a Health Risk Assessment to earn an instant \$10 reward.

Your AmeriHealth Caritas Delaware patients will get funds added to their CARE Card for completing eligible healthy behaviors.* The CARE Card will function like a debit card for making health-beneficial purchases.

CARE Card Rewards Card

Rewards earned on the card can be used to purchase items at Walmart, Dollar General, Family Dollar, Walgreens, CVS, and Rite Aid, providing the member with several convenient shopping options. Members can use the card to access product discounts on 10 – 20 products each month.

Eligible CARE Card purchases are subject to change. We will notify members before the change happens.

Health Risk Assessment

New AmeriHealth Caritas Delaware Members have the option to complete a new member Health Risk Assessment to earn an instant \$10 reward.

There are three convenient ways to complete the Health Risk Assessment:

- Online at amerihealthcaritasde.com.
- By visiting a Pursuant Health Kiosk located in a participating Delaware Walmart Pharmacy.**
- Over the phone with an AmeriHealth Caritas Delaware representative.

Members instantly earn **\$10** for completing the Health Risk Assessment online or at a Kiosk.

*Members may earn rewards for the eligible healthy behaviors as listed in the table below.

Category	Incentives	Details	Reward amount
Other	Health Risk Assessment	Complete a one-time Health Risk Assessment within 60 days of joining.	\$10
Infant health	Infant well visits	Complete six well visits from birth to 15 months.	\$20
Women's health	Breast cancer screening	Complete a breast cancer screening. One per year for women ages 50 – 74.	\$15
	Cervical cancer screening	Complete a cervical cancer screening. Once every three years for women 21 – 64.	\$15
Diabetes	Diabetes screening	Complete an HbA1c screening with a result of < (less than) 8%.	\$15

Introducing the AmeriHealth Caritas Delaware CARE Card program for members (continued)

How our providers can help

AmeriHealth Caritas Delaware is eager to collaborate with you to encourage healthy behaviors.

You can easily help by:

- Promptly billing AmeriHealth Caritas Delaware with the correct CPT codes for your patients' healthy behaviors that are eligible for rewards. We will post the member's funds to their CARE Card upon receipt of the claim. (Please note that it could take up to three months for funds to show up on the member's CARE Card.)
- Reminding your patients that the CARE Card is reloadable, and that new funds will be posted to their CARE Card for each eligible healthy behavior they complete.

We encourage you to discuss the program with your patients.

To learn more about the program, call Member Services (24 hours a day, seven days a week):

- Diamond State Health Plan members: **1-844-211-0966 (TTY 1-855-349-6281)**
- Diamond State Health Plan-Plus members: **1-855-777-6617 (TTY 1-855-362-5769)**

****Pursuant Health Kiosks are located in participating Delaware Walmart Pharmacies:**

Walmart addresses	County
705 Middletown Warwick Road, Middletown, DE 19709	New Castle
117 Wilton Boulevard, New Castle, DE 19720	New Castle
1251 Centerville Road, Wilmington, DE 19808	New Castle
4 College Park Lane, Georgetown, DE 19947	Sussex
18922 Rehoboth Mall Boulevard, Rehoboth Beach, DE 19971	Sussex
22899 Sussex Highway, Seaford, DE 19973	Sussex
263 Walmart Drive, Camden, DE 19934	Kent
36 Jerome Drive, Dover, DE 19901	Kent
939 North Dupont Boulevard, Milford, DE 19963	Kent



Subscribe to Network News — AmeriHealth Caritas Delaware's email service

To help ensure that you are receiving all provider notices, subscribe to our email service, **Network News**.

Network News is used to share information on topics of importance to you, including important plan updates, provider training events, and more.

To subscribe:

- Complete the online form found under www.amerihhealthcaritasde.com > **Providers** > **Newsletters and Updates** or simply [click here](#).
- Click **Submit**.
- Watch for a confirmation email in your inbox.

Your information will be kept confidential.
We encourage all providers to register.



Connect with us 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.



Getting pregnancy Z's: Are expectant mothers getting enough sleep? Recommend the Bright Start PlusSM family health mobile app to patients who are pregnant or new mothers

If you're pregnant or have a new baby, chances are you're not getting enough sleep.

According to the National Sleep Foundation, as many as 78% of women don't sleep well during pregnancy. That isn't surprising, given that pregnancy is accompanied by backaches, frequent urination, and general discomfort!

So then, why do we need sleep?

- Sleep is restorative, replenishing our brain cells and internal body systems to provide optimal function.
- The health risks of sleep loss are numerous. They include obesity, diabetes, heart disease, and impaired memory.
- Insomnia and sleep loss may be two symptoms of postpartum depression.

The **Bright Start Plus** family health mobile app has health tips to guide expectant members during pregnancy. Members can learn more about **sleep during pregnancy** and other important information on enjoying a healthy pregnancy.

Bright Start PlusSM is available for download at no charge on the **Google PlayTM** store and the **Apple App Store[®]**. To download, search Bright Start Plus in the app store or text "Doctor" to **1-302-202-9766**.

LET US KNOW PROGRAM



Will you Let Us Know?

AmeriHealth Caritas Delaware is here to help you engage members in their health care by offering you the Let Us Know program.

The Let Us Know program is a partnership between AmeriHealth Caritas Delaware and the provider community to collaborate in the engagement and management of our members — your patients — with chronic behavioral or physical health conditions, as well as those who need long-term services and supports (LTSS). We have support teams and tools available to assist in the identification, outreach, and education of our members with complex health needs, as well as clinical resources for providers in their care management.

If you recognize a patient with a special, chronic, or complex health condition who may need the support of one of our programs, we just need you to Let Us Know in one of the following ways:

- Contact our Rapid Response and Outreach Team at **1-844-623-7090**.
- Use the **Member Intervention Request Form**.

Complete a **Member Intervention Request Form** to Let Us Know about members who have missed appointments, need transportation services, or need further education on their treatment plans or chronic conditions. Simply complete and fax the form to our Rapid Response and Outreach Team at **1-855-806-6242**.

Important reminders: claim submission, provider complaints, and appeals

Important claim timeframes		
Action	Timeframe	Timeframe begins
Initial claim submission (AmeriHealth Caritas Delaware is primary payer.)	120 days	Date of discharge (inpatient) or date of service (outpatient)
Corrected claim submission (AmeriHealth Caritas Delaware is primary payer.)	120 days	Date of discharge (inpatient) or date of service (outpatient)
Initial claim submission (AmeriHealth Caritas Delaware is secondary payer.)	60 days	Date of primary payer's final determination
Corrected claim submission (AmeriHealth Caritas Delaware is secondary payer.)	60 days	Date of primary payer's final determination
Provider complaint	12 months from the date of service or 60 calendar days after the payment, denial, or recoupment of a timely claims submission, whichever is latest.	

Corrected claim submission guidelines	
Paper claims Submit to: AmeriHealth Caritas Delaware Attn: Claims Processing Department P.O. Box 7367 London, KY 40742	Claim filing guidelines: <ul style="list-style-type: none"> • CMS 1500 Claim — Resubmission code “7” and the Plan’s original claim number must be in Field 22. • Institutional UB-04 Claim — Bill type for Form Locator 4 should end in “7” and the Plan’s original claim number must be entered in Form Locator 64A (Document Control Number).
Electronic claims Payer ID: 77799	Claim filing guidelines: <ul style="list-style-type: none"> • Bill frequency code “7” in the 2300 Claim Loop in the field CLM05-3. • Bill the original claim number in the 2300 Claim Loop in the REF*F8 segment.

Important tips

- When submitting a corrected claim, you **do not** need to append a Provider Complaint Form. Attaching a Provider Complaint Form to a corrected claim will cause a delay in claim processing.
- Corrected claims must be received 120 days from the date of service, unless otherwise specified in your contract.
- If AmeriHealth Caritas Delaware is the secondary payer, corrected claims must be submitted within 60 days of the date on the primary insurer’s explanation of benefits (EOB).

Provider appeals

Providers may file an appeal on a member’s behalf, with the member’s written consent. The Notice of Adverse Benefit Determination letter has an attached consent form for your convenience. Consent forms must be signed by the member or the member’s authorized representative. The provider may not sign the form for the member.

Please mail all provider-initiated appeals to: AmeriHealth Caritas Delaware, P.O. Box 80106, London, KY 40742-0106, or call 1-855-396-5770 and follow the prompts.

Online trainings and guides available

Did you know that AmeriHealth Caritas Delaware provides online training that you can access at your convenience? Visit the **Providers > Training and education** section of our website to find available trainings and to access registration links, e-learning modules, and user guides.

If you suspect it, report it: Help us fight fraud, waste, and abuse

We at AmeriHealth Caritas Delaware recognize the importance of detecting, investigating, and preventing fraud, waste, and abuse.

Examples of fraud, waste, and abuse include:

- Accepting kickbacks for patient referrals.
- Violating physician self-referral prohibitions.
- Billing for services not furnished.
- Providing medically unnecessary care.

As a reminder, AmeriHealth Caritas Delaware providers are required by contract to make medical records accessible to all appropriate government agencies, including, but not limited to, Delaware Health and Social Services (DHSS), the Delaware Division of Medicaid and Medical Assistance (DMMA), the United States Department of Health and Human Services (DHHS), the Centers for Medicare & Medicaid Services (CMS), and/or the Office of the Inspector General (OIG), and their respective designees, to conduct fraud, waste, abuse, and/or quality improvement activities.

Anonymously report suspected fraud, waste, or abuse directly to AmeriHealth Caritas Delaware or to the Delaware Division of Medicaid & Medical Assistance (DMMA):

AmeriHealth Caritas Delaware:

- **Call:** AmeriHealth Caritas Delaware Fraud Tip Hotline at **1-866-833-9718**.
- **Email:** fraudtip@amerihealthcaritas.com
- **Mail:**
Special Investigations Unit
200 Stevens Drive
Philadelphia, PA 19113.

DMMA:

- **Call:** **1-800-372-2022**.
- **Fax:** **1-302-255-4425**, Attn: SUR Unit.
- **Email:** surreferrals@state.de.us
- **Mail:**
Division of Medicaid & Medical Assistance,
Surveillance and Utilization Review (SUR) Unit
Lewis Building
P.O. Box 906
New Castle, DE 19720.





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Delaware

www.amerihealthcaritasde.com