

February 2021 ProviderPost



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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, childcare, and more.**

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



Bright Start PlusSM family health mobile app

The Bright Start Plus family health mobile app is a free mobile app for your patients to use for tracking their family's health — from pregnancy to pediatrics and beyond.

This mobile application features support services for members, such as:

- Popular health trackers — child growth, family vaccines, diaper changing, and feeding trackers.
- Q-List — a place to make a list of questions to ask you about health milestones.
- Pregnancy-specific health topics, tools, and AmeriHealth Caritas Delaware connections.

How Bright Start Plus is your trusted resource as a provider:

- The only pregnancy and family app with clinically approved content from sources like the American College of Obstetricians and Gynecologists, the American Academy of Pediatrics, the American Academy of Family Physicians, the National Institutes of Health, and the Centers for Disease Control and Prevention (CDC), with medical editor and medical director review.
- Health risk assessments for each trimester and postpartum.
- Health trackers for all ages and stages based on CDC and clinical standards.
- Peer-reviewed published health outcomes for the app's platform.

Bright Start Plus is available for download at no charge on Google Play™ store and the Apple App Store® . Or text “Doctor” to **1-302-202-9766**.

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: AmeriHealth Caritas Access Standards

Behavioral Health Access Standards	
Services	Access
Emergency services (life-threatening, potential suicide)	Available 24 hours a day, seven days a week. Emergency care is available on an immediate basis, at the nearest facility, regardless of whether the facility is a participating provider. Mobile team response within one hour.
Routine outpatient services	<p>Within seven calendar days of request with nonprescribing clinician for:</p> <ul style="list-style-type: none"> • Requests for an initial assessment. • Members being discharged from an inpatient or residential setting to a community placement. • Members seen in an emergency room or by a behavioral health crisis provider for a behavioral health condition.
Nonemergency outpatient services	Within three weeks of request for prescribing clinician services.

AmeriHealth Caritas Delaware Access Standards	
Services	Access
Emergency services (life-threatening)	Available 24 hours a day, seven days a week. Emergency care is available on an immediate basis, at the nearest facility, regardless of whether the facility is a participating provider.
Primary care appointments for emergency conditions (e.g., high temperature, persistent vomiting or diarrhea, or symptoms which are of sudden or severe onset but which do not require emergency room services)	Available the same day.
Primary or specialty care appointments for urgent care (e.g., persistent rash, recurring high-grade temperature, nonspecific pain or fever)	Available within two calendar days or 48 hours of member request.
Primary or specialty care appointments for routine care (e.g., a well-child exam, EPSDT screens, routine physical exams, and similar wellness visits)	Within three weeks of member request.
Maternity care	<ul style="list-style-type: none"> • First trimester — within three weeks of member request. • Second trimester — within seven calendar days of member request. • Third trimester — within three calendar days of member request. • High-risk pregnancies — within three calendar days of identification of high risk.
Office waiting time	<ul style="list-style-type: none"> • Not to exceed one hour. • Exceptions occur when a provider “works in” urgent cases, when a serious problem is found, or when a patient has an unknown need that requires more services or education than anticipated at the time the appointment was made. • When wait times must be extended due to the circumstances described above, waiting patients must be notified of the delay as soon as possible. • If the delay will result in more than a 90-minute wait, the patient must be offered a new appointment.



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Delaware

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