

February 2019

For home health providers

Important billing reminders for home health providers

We are reminding home health services agencies of the following billing requirements:

- All claims for home health services must be submitted to AmeriHealth Caritas Pennsylvania or AmeriHealth Caritas Northeast (the Plan) on a CMS-1500 form or the claim(s) will be denied.
- The Plan is required to comply with requirements outlined by the Affordable Care Act §42 CFR 455 and the Pennsylvania Department of Human Services (DHS) that all providers, including those who order, refer, or prescribe items or services for our members, must be enrolled in the Pennsylvania Medical Assistance (MA) program.
- DHS requires that a physician (provider type 31) order or refer members for home health services. All other provider types such as Certified Registered Nurse Practitioners (CRNPs, provider type 09) or physician assistants (PAs, provider type 10) are not permitted to order, refer, or prescribe home health services.
- Field 17 of the CMS-1500 requires a two-digit qualifier that must be entered to the left of the vertical dotted line. The purpose of the qualifier is to identify which provider is being reported to the right of the vertical line.
 - The eligible two-digit qualifiers for box 17 as per the CMS-1500 NUCC billing guide are noted below; please enter the applicable qualifier to identify which provider is being reported.
 - DN — Referring Provider.
 - DK — Ordering Provider.
 - DQ — Supervising Provider.
- Field 17b, National Provider Identifier (NPI) number: Enter the 10-digit NPI of the referring, ordering, or supervising physician. The NPI refers to the HIPAA NPI.

The Plan's complete Claims Filing Guide is available online at www.amerhealthcaritaspa.com or www.amerhealthcaritasnortheast.com → **Providers** → **Billing** → **Claims filing guide**.

If you have questions about this communication, please call the AmeriHealth Caritas Pennsylvania Provider Services department at **1-800-521-6007** or the AmeriHealth Caritas Northeast Provider Services department at **1-888-208-7370**. You can also contact your ancillary Account Executive. Contact information is available at www.amerhealthcaritaspa.com or www.amerhealthcaritasnortheast.com → **Providers** → **Communications** → **Account executives**.

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

Our mission

We help people:

Get care.

Stay well.

Build healthy communities.

We have a special concern for those who are poor.

If you have questions about this communication, please contact your provider Account Executive or one of the following departments:

**AmeriHealth Caritas
Pennsylvania
Provider Services
1-800-521-6007**

**AmeriHealth Caritas
Northeast
Provider Services
1-888-208-7370**

For pediatricians and family practitioners

Important facts about the Keys to Your Care® Healthy Baby Program

The Keys to Your Care Healthy Baby Program is a voluntary texting and member outreach program for Plan-eligible members ages 0 to 15 months.

Both texting and non-texting parents/guardians of member children will receive telephonic appointment reminders. The goal of this program is to provide information and resources to help our members stay on track with their immunizations and preventive health measures.

Parents/guardians of members enrolled in the program with text messaging capabilities on their mobile devices will receive helpful messages every week up to baby's 15th month of life.

We hope you will encourage the parents and guardians of member children ages 0 to 15 months to enroll in this exciting, innovative program.

As part of the program, members may earn incentive gifts for attending their milestone visits, such as:

- Gift card upon successful enrollment into the program.
- Up to six gift cards for baby's well-child visits through 15 months.

Frequently asked questions

Q. How does a child get enrolled in the Keys to Your Care Healthy Baby Program?

A. Parents/guardians can enroll any Plan-eligible child(ren) ages 0 to 15 months into the program by texting one of the following codes:

- AmeriHealth Caritas Pennsylvania members text **GROW** to **85886**.
- AmeriHealth Caritas Northeast members text **SPROUT** to **85886**.
- Non-texting parents/guardians can call **1-800-910-2959** to enroll.

Q. How is the Plan tracking the well-child visits for the pediatric offices?

A. Well-child visits are tracked by the Plan through the routine billing and claims analysis that takes place when a well-child visit is submitted to the Plan for payment. Any milestone visit and accompanying earned incentive will have to be authenticated via claims analysis completed by the respective plan.

Q. How soon after a well-child appointment takes place does an incentive get issued to the member?

A. The Plan reviews claims submitted by your practice on a monthly basis to determine a member's eligibility for respective milestone incentives. It may take up to two to three months following the completion of a well-child visit and the billing of that visit for a member to receive the incentive in the mail.

For more information on this program, please visit our websites:

www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → Preventive Care center → Providers, you can help → Well Child Care Center → Help educate our members.



For dental providers

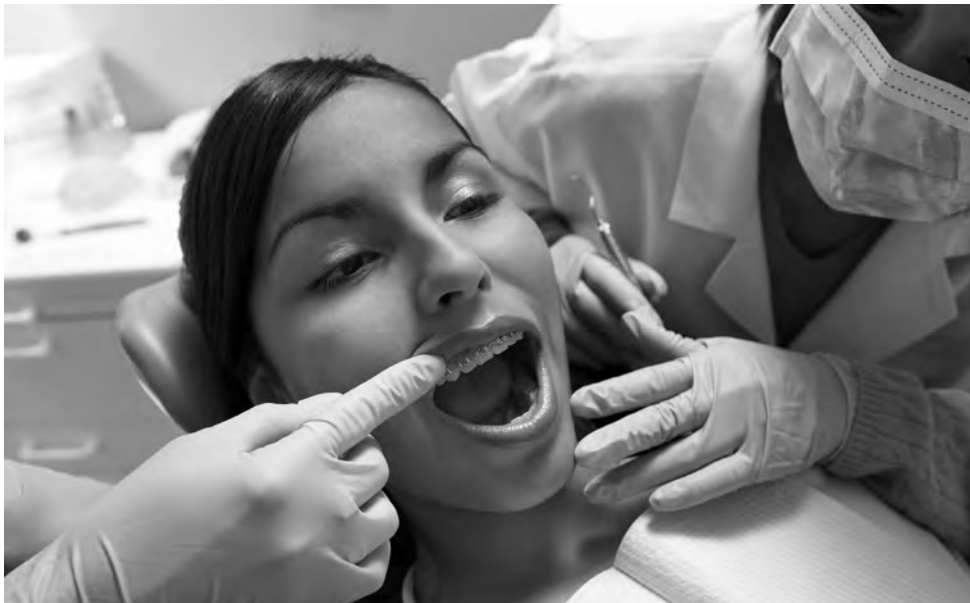
Dental coding updates for 2019

The American Dental Association (ADA) has made changes that terminated one CDT code effective December 31, 2018, and added two new codes effective January 1, 2019. As a result, the Plan will implement the following coding changes:

Terminated CDT code effective December 31, 2018	
Code	Description
D1515	Space maintainer – fixed – bilateral

Added CDT codes effective January 1, 2019	
Code	Description
D1516	Space maintainer – fixed – bilateral, maxillary
D1517	Space maintainer – fixed – bilateral, mandibular

If you have questions, please contact Dental Provider Services at **1-855-434-9241**. You may also contact your dental Account Executive. See contact information at www.amerihhealthcaritaspa.com or www.amerihhealthcaritasnortheast.com → **Providers** → **Communications** → **Account executives** → **Contact a dental account executive**.



For all providers

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

- Call our toll-free Fraud Tip Line at **1-866-833-9718**.
- Email **fraudtip@amerihealthcaritas.com**.
- Mail a written statement to:
Special Investigations Unit
AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast
200 Stevens Drive
Philadelphia, PA 19113

Information may be left anonymously.

Providers may also report suspected fraud, waste, and abuse by:

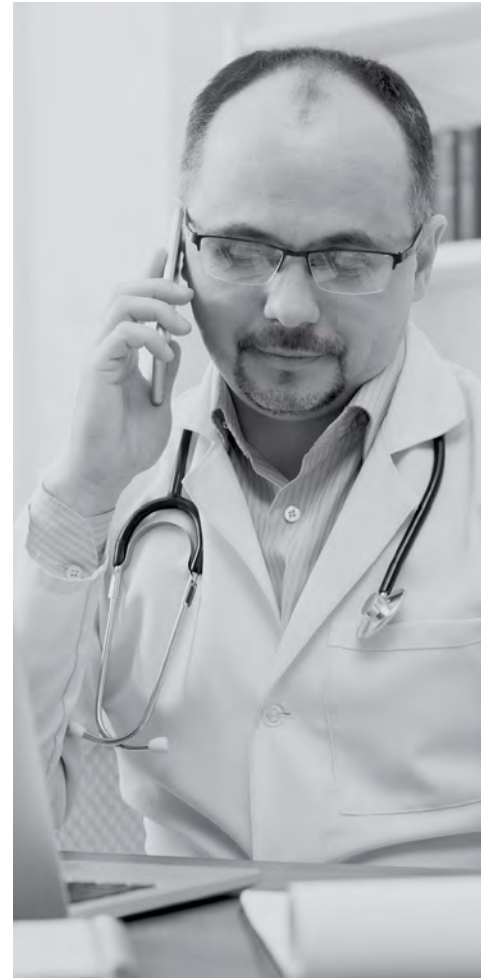
Phone: **1-844-DHS-TIPS** or **1-844-347-8477**

Online: **www.dhs.pa.gov**

Fax: **1-717-214-1200**, Attn: OMAP Provider Compliance Hotline

Mail: Bureau of Program Integrity
OMAP Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

Mandatory fraud, waste, and abuse provider training is available online at **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** → **Resources** → **Fraud, waste, and abuse**.



Please contact AmeriHealth Caritas Pennsylvania's Provider Services department at **1-800-521-6007** or AmeriHealth Caritas Northeast's Provider Services department at **1-888-208-7370** with any demographic changes to your office information or changes, additions, or deletions to your provider rosters. Keeping us apprised of your office's correct physical location and provider rosters ensures our members have the best possible experience when trying to locate their medical providers. You may check your information in our systems by going to either **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** (top menu) → **Provider Directory** (left-hand menu) and searching for your information in our Provider Directory.

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