

August 2019

**For all providers  
and facilities**

## 2019 Provider Manual available

### We announce the availability of the 2019 Provider Manual.

Some updates and changes include:

- A reminder that payments may be adjusted if a member's eligibility changes between an authorization being issued and the service provided.
- Language was added regarding Adult Protective Services (APS) and how to report.
- Pharmacy updates, such as the addition of a dedicated webpage and opioid phone and fax numbers; a reminder that there is no copay for naloxone; and a reminder that specialty medication can be filled at any specialty pharmacy in our specialty network.
- Members are able to self-refer for two routine eye exams per year.
- Program Integrity: included language further explaining claims accuracy efforts.
- Clarification that providers will have 10 days from the date of notification from the Credentialing department to correct erroneous information, and clarification added about the types of information shared with providers.

To access the manual in its entirety, visit [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) or [www.amerihealthcaritasnortheast.com](http://www.amerihealthcaritasnortheast.com) → **Providers** → **Resources** → **Provider Manual**.



## Articles in this edition

2019 Provider Manual available

HEDIS® data collection and reporting

**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.

Any questions regarding this communication should be directed to your provider Account Executive. Contact information is available at [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) or [www.amerihealthcaritasnortheast.com](http://www.amerihealthcaritasnortheast.com) → **Providers** → **Communications** → **Account executives**.

You can also call Provider Services:  
AmeriHealth Caritas Pennsylvania  
**1-800-521-6007**  
AmeriHealth Caritas Northeast  
**1-888-208-7370**

For all providers



## HEDIS® data collection and reporting

As we look forward to our next cycle of HEDIS data collection and reporting, AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast (the Plan) first thank you for your continued participation in this important quality initiative. We are also taking this opportunity to highlight some of the lessons we have learned through this process, and to remind you of your key role in helping us measure and report on the quality of care delivered to our members — your patients.

- Every provider in the Plan's provider network is required by contract to cooperate with and participate in our Quality Management (QM) program and Quality Assessment and Performance Improvement (QAPI) program. We rely on your cooperation and participation to meet our own state and federal obligations as a Medicaid managed care organization (MCO).
- The Plan's access to the medical records maintained by our providers is a critical component of our data collection as we seek to ensure appropriate and continued access to care for our members. The Plan or its designee must receive medical records from you in a timely manner for purposes of HEDIS data collection, National Committee for Quality Assurance (NCQA) accreditation, medical records documentation audits, and other quality-related activities that our QAPI program comprises. We will reach out from time to time to request records for these purposes; it is essential that you provide requested records within the time frames set forth in those notices.
- As our technological capabilities continue to advance, we will seek to enhance the efficiency of our data collection activities in support of our QAPI and population health programs, including through the use of bi-directional automated data exchange with our providers. These exchange opportunities, as available, are intended to capture data related to gaps in care, and to identify social determinants of health that may also be targets for intervention. We will work with our providers to identify and implement the most appropriate format and cadence for data exchange.
- The Plan's clinical reviewers fully investigate potential quality of care (QOC) concerns, in accordance with our policy. Providers are expected to comply with QOC review processes, beginning with the timely submission of records in response to requests from us. Your support of and participation in this critical review process helps to ensure the provision of high-quality care and service to our members.

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The expectations as described in this notice serve to clarify and expand upon the information in your Provider Manual regarding our QM program. If you have any questions or concerns about this notice, please contact your provider Account Executive. Contact information is available at [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) or [www.amerihealthcaritasnortheast.com](http://www.amerihealthcaritasnortheast.com) → **Providers** → **Communications** → **Account executives**. We appreciate your continued participation in our provider network, and we look forward to continuing to work with you as we seek to improve and enhance the quality of care and services delivered to our members.

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**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:  
AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast  
Special Investigations Unit  
200 Stevens Drive  
Philadelphia, PA 19113

**Information may be left anonymously.**

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

Phone: Ethics and Compliance hotline: **1-844-DHS-TIPS (1-844-347-8477)**

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

Fax: **1-717-772-4655**, Attn: MA Provider Compliance Hotline

Mail: Bureau of Program Integrity  
MA 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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