

# THE LET US KNOW PROGRAM



**AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast are eager to partner with the provider community in the management of our members who may require a helping hand.**

We are here to help you engage members in their health care by offering the Let Us Know program. We have many support teams and tools available to assist in the identification, outreach, and education of our members, as well as clinical resources for providers in their care management.



## How may we assist you in the management of our members?

### Use the new member intervention request form.

View a sample request form by visiting [www.amerhealthcaritaspa.com/provider](http://www.amerhealthcaritaspa.com/provider) or [www.amerhealthcaritasnortheast.com/provider](http://www.amerhealthcaritasnortheast.com/provider).

Fax this form to 1-866-208-8145 to request interventions, such as:

- Appointment no-show.
- Behavioral health assistance or service.
- Care Management engagement.
- Developmental screening issues.
- Drug-seeking behavior.
- Emergency room mis-utilization.
- Medication noncompliance.
- Plan benefits: limited or no knowledge.
- Referral for pregnant member to Bright Start® maternity program.
- Social determinant of health (food, education, housing, transportation, employment).
- Tobacco cessation referral.

The Integrated Health Care Management department will work with members for issue resolution.

The Let Us Know program will work in conjunction with our other departments, which may be accessed through the following phone numbers:

AmeriHealth Caritas Pennsylvania:

Integrated Health Care Management . . . . . 1-877-693-8271, option 2

Special Needs Unit . . . . . 1-800-684-5503

Bright Start (maternity program) . . . . . 1-877-364-6797

AmeriHealth Caritas Northeast:

Integrated Health Care Management . . . . . 1-888-208-5966

Special Needs Unit . . . . . 1-888-498-0766

Bright Start (maternity program) . . . . . 1-888-208-9528

### Use your NaviNet® care gap worksheets

Go to: [www.amerhealthcaritaspa.com](http://www.amerhealthcaritaspa.com) > Providers > NaviNet  
(under Resources on the left) > Care Gaps (under NaviNet Features and Tools)

[www.amerhealthcaritasnortheast.com](http://www.amerhealthcaritasnortheast.com) > Providers > Services > NaviNet >  
Care Gaps (under Features and Tools)



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