



March 2020
ProviderPost

Articles in this edition:

- *Connections* is now available
- Important COVID-19 information

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.



Connections is now available

AmeriHealth Caritas Delaware is pleased to announce the Winter 2020 edition of *Connections* — our quarterly provider newsletter.

Highlights of this edition include:

- Important reminders: Claim submission, provider complaints, and appeals.
- Details on the new Quality Enhancement Program for participating primary care providers.
- Heart disease documentation and coding tips.
- And more!

View *Connections* [here](#).

We hope you will find this edition of our newsletter informative, and we welcome any comments or suggestions you may have.

Please complete our *Connections* feedback survey [here](#). We value your evaluation.

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 COVID-19 information

AmeriHealth Caritas Delaware has been closely monitoring the Centers for Disease Control and Prevention (CDC) for the latest information about COVID-19, and has been engaged in making the necessary plans based on guidance from the Centers for Disease Control and Prevention (CDC). AmeriHealth Caritas Delaware recommends that providers follow CDC, Centers for Medicare and Medicaid Services, and state-specific guidance with regard to COVID-19 evaluation, testing, diagnosis, treatment, and reporting.

COVID-19 testing.

AmeriHealth Caritas Delaware will cover all medically necessary services required to facilitate testing and treatment of COVID-19 for its eligible members, in accordance with federal and state guidance. No prior authorization is required for COVID-19 testing.

Coronavirus testing codes follow:

- **U0001** — CDC 2019 Novel Coronavirus (2019-nCoV) Real-Time RT-PCR Diagnostic Panel.
- **U0002** — Coronavirus (COVID-19) for non-CDC laboratory tests for SARS-CoV-2/2019.

CDC Links for more information:

- [Evaluating and Reporting Persons Under Investigation \(PUI\)](#).
- [Coding encounters related to COVID-19](#).

If you suspect you or a patient has COVID-19.

The CDC instructs providers to consult with local or state health departments to determine whether patients meet [criteria for Persons Under Investigation \(PUI\)](#). Providers should immediately notify infection control personnel at their facility if they suspect COVID-19 in a patient. Please notify your state or local health department if a patient is classified as a PUI for COVID-19.

Providers should report recognized exposures, regularly monitor themselves for fever and symptoms of respiratory infection, and not report to work when ill. Providers in low-, medium-, or high-risk exposure categories who develop signs or symptoms compatible with COVID-19 are strongly encouraged to contact their

established point of contact (public health authorities or their facility's occupational health program) for medical evaluation prior to returning to work.

CDC Links for more information:

- [CDC: Healthcare Professionals: Frequently Asked Questions and Answers](#).
- [Interim U.S. Guidance for Risk Assessment and Public Health Management of Healthcare Personnel with Potential Exposure in a Healthcare Setting to Patients with Coronavirus Disease \(COVID-19\)](#).

If you need to close your office due to exposure.

AmeriHealth Caritas Delaware is committed to helping to ensure member access to care. In the event of an office closure, please direct your patients who are our members to contact AmeriHealth Caritas Delaware Member Services:

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

We have tools in place to connect members to alternate providers who can support their continued care.

For more resources and guidance, please access the [CDC COVID-19 homepage](#).



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Delaware

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