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For current information on the coronavirus (COVID-19), please visit our website at [www.amerihealthcaritasde.com](http://www.amerihealthcaritasde.com).

# Helping members stay healthy through flu season

Vaccination for flu improves health outcomes. In the September 26, 2019 FluVaxView article cited here, the Centers for Disease Control and Prevention (CDC) reported study results that estimate improving immunization coverage by five percentage points may reduce hospitalizations by 4,000 to 11,000, depending on the severity of the flu season.<sup>1</sup>

The CDC Advisory Committee on Immunization Practices (ACIP) continues to recommend annual flu vaccination for all people age 6 months and older who do not have a contraindication to vaccination. Unvaccinated individuals are at higher risk of becoming ill with the flu and transmitting the flu to others, including those at high risk due to age, chronic conditions, or immunosuppression.

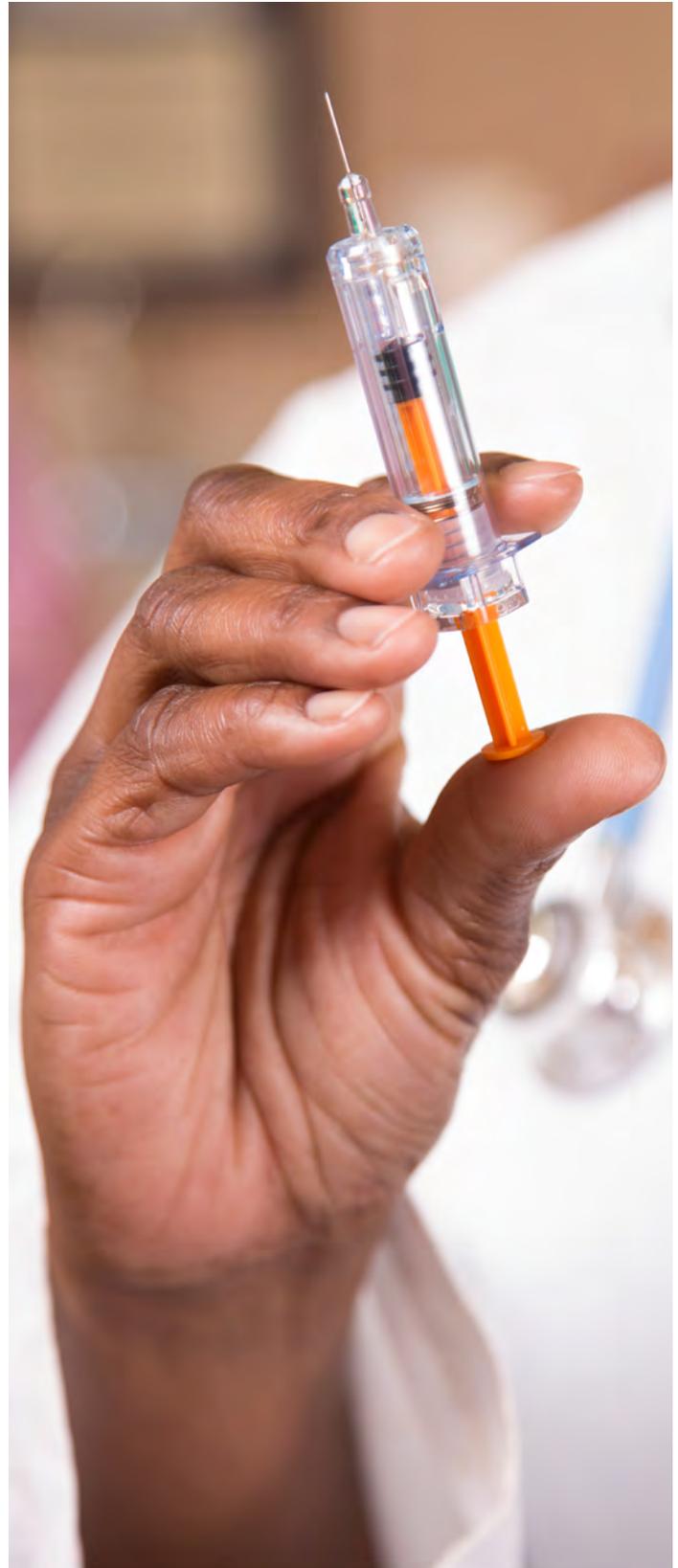
## COVID-19 and flu

COVID-19 precautions can negatively impact flu vaccination due to reduced direct patient contact and office visits. It is important that providers take every opportunity to educate and vaccinate their patients. Points to remember include:

- Symptoms of COVID-19 and flu share many of the same characteristics. Only a medical evaluation can confirm the diagnosis of either COVID-19 or flu.
- Members can become ill with COVID-19 and flu at the same time.

## What you can do to help your patients

- Educate patients about flu vaccination at every interactive contact, including, but not limited to: telephone, email, telehealth, or in person.
- Vaccinate patients where medically appropriate and no contraindications are present.
- For members who are not able to get to the office for vaccination, educate them on alternative vaccination sites such as pharmacies or community programs (where community programs are occurring).
- Follow up with patients who missed getting a flu vaccine due to illness.



<sup>1</sup> Centers for Disease Control and Prevention, Flu Vaccination Coverage, United States, 2018 – 19 Influenza Season, September 26, 2019, <https://www.cdc.gov/flu/fluview/coverage-1819estimates.htm>

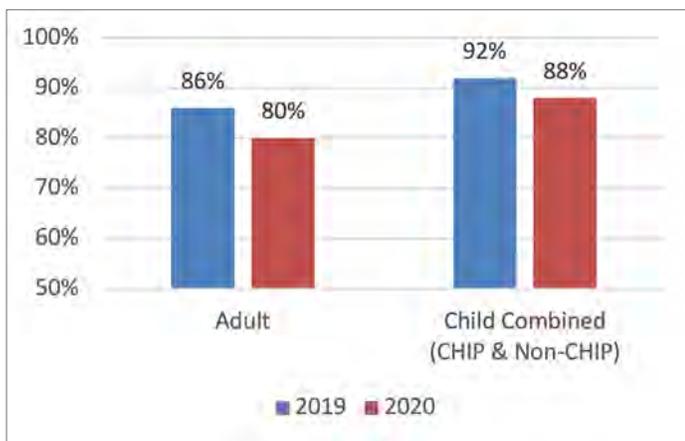
# Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results

The CAHPS survey measures a range of interactions that patients have with the health care system, including their care from health plans and health care providers. As part of our health plan accreditation through the National Committee for Quality Assurance (NCQA), AmeriHealth Caritas Delaware is required to field the CAHPS survey on an annual basis.

Surveys are sent through the mail from March to May to a random selection of adult and child (parent or guardian) AmeriHealth Caritas Delaware members, with subsequent follow-up mailings and phone calls made to ensure the maximum rate of return.

The CAHPS Summary Scores for 2019 and 2020 are listed below and indicate the proportion of members (patients) who rate the health plan favorably on a measure. Improvement strategies for each category of the survey are provided which be might be helpful to you and your office staff.

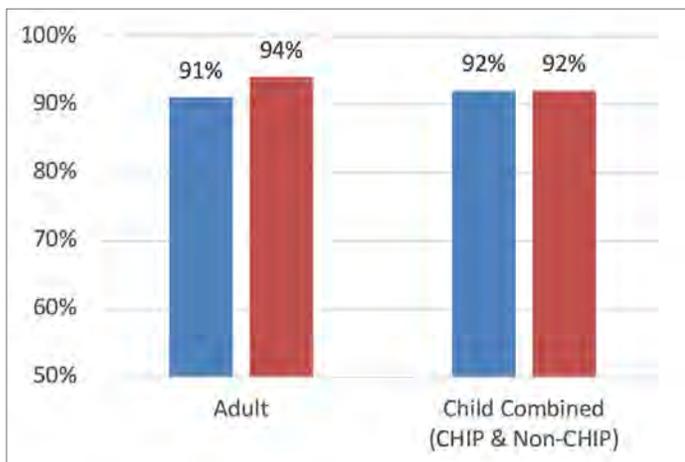
## Getting care quickly



### How can providers and office staff help in patients getting care quickly?

- Keep a portion of your appointments available each day for urgent same-day appointments.
- Encourage your patients to make their routine appointments for checkups or follow-up visits in advance.
- Be proactive and call your patients well in advance to schedule tests, screenings, or physicals.
- Promote telehealth if your office has this service available. Educate your patients on how and when to use it.

## How well doctors communicate

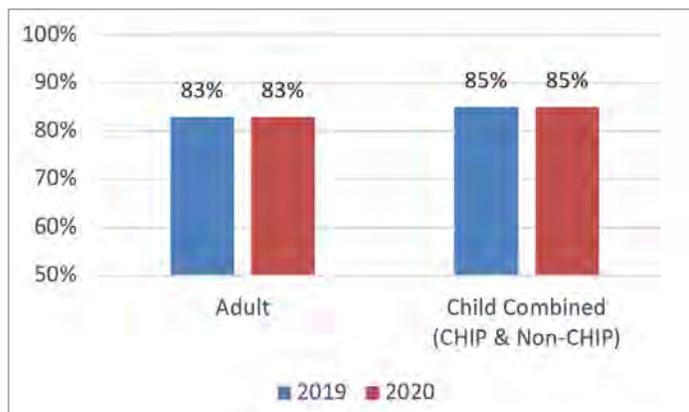


### How can providers and office staff help in communication with doctors?

- Maintain eye contact while your patient is speaking, sit down during visit to show you are actively listening.
- Use open-ended questions that allow your patients time to speak.
- Explain the rationale for tests, treatments, and referrals to your patients.
- Use simple, easy-to-understand terminology and avoid using abbreviations and medical jargon; practice the “teach-back” method with your patients.

# Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results (continued)

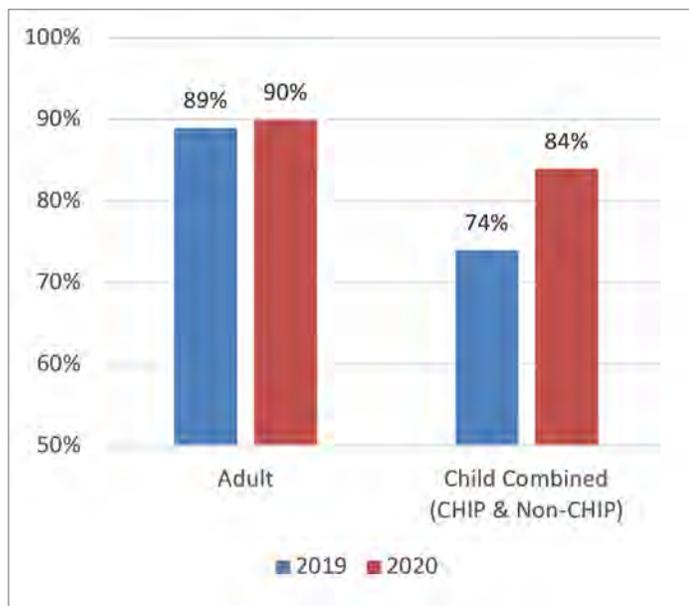
## Getting needed care



### How can providers and office staff help patients in getting needed care?

- Be proactive in checking with the health plan to make sure the treatment or test that is prescribed for your patient is covered before they leave the office. It is also important to make sure the health plan does not require any specific documentation, such as a prior authorization, in order for the treatment or test to be covered.

## Coordination of care



### How can providers and office staff help in coordination of patient's care?

- Develop continuity and coordination of care by managing patient referrals and collaborating with specialty providers. Have an agreed timeframe in which medical records should be sent to the primary care provider (PCP).
- Develop a patient care plan that explains how to request medical records and clearly lists the fax number for their PCP to receive medical records.
- Educate your patients on the importance of keeping his or her PCP informed of other care received or of any important medical decisions.
- Communicate to the patient when they can expect for their medical records to be delivered to the appropriate location (school or daycare).
- Partnering with AmeriHealth Caritas Delaware to coordinate care for your patients who have chronic diseases and see multiple providers.

We thank you for the care that you have provided to our members in 2020, and always. We hope these results will demonstrate the areas where we have worked well together, as well as the areas where we will need to work together to improve the care we deliver to our members over the next year.

## Connecting patients to wellness resources available in the community

At one time or another, we all need a little help.

AmeriHealth Caritas Delaware knows that many things in life can affect your patients' health. Do any of your patients struggle with having enough to eat? Do they need assistance finding a place to stay or need help with heating? We know it's difficult to get patients to their visits for important health screenings or other care when they're facing many of these challenges.

To make it easier for you to assist your patients in meeting both their health and social needs, 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, powered by the Aunt Bertha search and referral platform, offers free or reduced-cost local services related to medical care, housing and food, job training, childcare, and more.

### To find resources:

- Visit [www.amerihhealthcaritasde.com](http://www.amerihhealthcaritasde.com), then click **Wellness Resources**.
- Enter your patient's ZIP code into the search box. Then select the category that fits their needs.

If your patient doesn't have access to the internet, they can call our Rapid Response and Outreach Team at **1-844-623-7090** from 8 a.m. to 5:30 p.m., Monday through Friday.

Upon using the Aunt Bertha tool, we encourage you to complete our short survey. This will help AmeriHealth Caritas Delaware improve these resources to better serve your — and your patients' — needs.



# AmeriHealth Caritas Delaware expands telehealth options for members by including telehealth services through MDLIVE.

Effective January 1, 2021, AmeriHealth Caritas Delaware is expanding member access to care with an additional option for telehealth services through MDLIVE.

## Why telehealth?

When your patients, who are AmeriHealth Caritas Delaware members, get sick, your office is likely the first place they call. But various circumstances may not allow for the most timely in-person care. This year, the COVID-19 pandemic has challenged access to care through limited capacity, exposure risks, and other effects. We know you have been working to help your patients receive the care they need during this unusual time.

Telehealth through MDLIVE is one more option to help our members, who are your patients, receive timely access to care. A telehealth visit enables quick access for low-acuity patients who are unable to take time off work or who have transportation or mobility barriers to receiving in-person care.

Patients with urgent medical concerns are encouraged to visit an urgent care center or the ER; but telehealth may help patients receive appropriate care and avoid unnecessary urgent care or ER visits.

## What about continuity of care?

MDLIVE is committed to helping ensure that patients follow up with their existing primary care provider (PCP) for continuity of care. With patient consent, the PCP will receive access to patient visit information.

## Why MDLIVE?

Telehealth visits through MDLIVE offer:

- Privacy and protection via MDLIVE's secure platform.
- Flexibility to use secure video or telephone options.
- E-prescription capabilities.

## How can my patients access MDLIVE?

Patients, who are also AmeriHealth Caritas Delaware members, may go to [www.mdlive.com](http://www.mdlive.com) to get started. Registration takes only a few minutes. MDLIVE also offers patients a no-cost app via the Apple App Store® and Google Play™ for Android. Note, the app is no-cost but standard data and messaging fees may apply.

## Is MDLIVE looking for providers to deliver telehealth services?

Yes. If you are interested in becoming a telehealth provider through MDLIVE, please visit [www.mdlive.com/provider](http://www.mdlive.com/provider).



## DMMA Preferred Drug List updates

Effective January 1, 2021, the following products will be changing from preferred to nonpreferred on the DMMA Preferred Drug list. This will affect all AmeriHealth Caritas Delaware members who do not have primary insurance or Medicare Part D.

Members currently receiving any of the products listed below will require a new prescription for an alternative prior to January 1, 2021 to avoid any interruptions. Members for whom it is not medically advisable to change therapy will require prior authorization.

Products changing to nonpreferred	Preferred Alternatives
<b>Alrex</b>	azelastine, cromolyn, ketotifen, olopatadine
<b>Arnuity Ellipta</b>	Asmanex Twisthaler, Flovent Diskus, Flovent HFA, Pulmicort Flexhaler
<b>Azelex Cream</b>	adapalene/benzoyl peroxide, benzoyl peroxide, clindamycin lotion, clindamycin solution, clindamycin swab, clindamycin/benzoyl peroxide gel 1.2%/5% (generic Duac), erythromycin gel, erythromycin solution, tretinoin 0.01%, tretinoin 0.025% gel
<b>chlorzoxazone</b>	baclofen, cyclobenzaprine 5 mg, cyclobenzaprine 10 mg, methocarbamol, tizanidine tablets
<b>clindamycin 1% gel</b>	adapalene/benzoyl peroxide, benzoyl peroxide, clindamycin lotion, clindamycin solution, clindamycin swab, clindamycin/benzoyl peroxide gel 1.2/5% (generic Duac), erythromycin gel, erythromycin solution, tretinoin 0.01%, tretinoin 0.025% gel
<b>clindamycin-benzoyl peroxide 1% – 5%</b>	adapalene/benzoyl peroxide, benzoyl peroxide, clindamycin lotion, clindamycin solution, clindamycin swab, clindamycin/benzoyl peroxide gel 1.2/5% (generic Duac), erythromycin gel, erythromycin solution, tretinoin 0.01%, tretinoin 0.025% gel
<b>levalbuterol inhaler</b>	albuterol nebulizer solution, albuterol syrup, terbutaline, Proair HFA, Proair Respiclick, Ventolin HFA
<b>levalbuterol solution</b>	albuterol nebulizer solution, albuterol syrup, terbutaline, Proair HFA, Proair Respiclick, Ventolin HFA
<b>Qvar RediHaler</b>	Asmanex Twisthaler, Flovent Diskus, Flovent HFA, Pulmicort Flexhaler
<b>Sevelamer HCl</b>	calcium acetate capsules, sevelamer carbonate tablet, Phoslyra
<b>Synjardy XR</b>	Farxiga, Jardiance, Invokana, Invokamet, Synjardy
<b>verapamil ER PM</b>	amlodipine, diltiazem IR, diltiazem ER, felodipine, nifedipine, nifedipine IR, nifedipine ER, verapamil IR, verapamil ER, DILT-XR

If you have any questions, please contact PerformRx at the corresponding number below:

PerformRx Pharmacy Provider Services	
<b>DSHP or DHCP groups</b>	<b>1-855-251-0966</b>
<b>DSHP-Plus groups</b>	<b>1-888-987-6396</b>



## Healthcare Effectiveness Data and Information Set (HEDIS®) Well-Child Coding Tips Guide

Coding HEDIS measures accurately can assist you in identifying and eliminating gaps in care; help ensure timely and appropriate care; monitor preventive care; and facilitate timely claim adjudication, incentives, and payments. AmeriHealth Caritas Delaware has identified some helpful tips for coding well-child visits.

HEDIS is a widely used set of quality measures, developed and maintained by the National Committee for Quality Assurance (NCQA). AmeriHealth Caritas Delaware reports HEDIS data to NCQA about the use of services, including well-child visits.

In accordance with The Centers for Medicare & Medicaid Services (CMS) and The American Medical Association (AMA), we have identified some helpful tips for coding well-child visits. To access the HEDIS Well-Child Coding Tips Guide, please visit [www.amerihhealthcaritasde.com](http://www.amerihhealthcaritasde.com) > Providers > Resources > Quality Care > HEDIS care gaps.

# A message from National Imaging Associates Inc. (NIA): NIA offers RadMD for clinical authorization information on radiology services

RadMD is a user-friendly, real-time tool offered by NIA that provides you with instant access to high-tech imaging authorization and supporting information, in an easily accessible internet format. Whether submitting imaging exam requests or checking the status of ordered exams, you will likely find RadMD to be an efficient, easy-to-navigate resource.

Both ordering and imaging providers can access a range of online tools and associated imaging information on the [www.RadMD.com](http://www.RadMD.com) website:

- Secure access to protect your data and your patients' personal health information.
- Up-to-the-hour authorization information, including:
  - Date request was initiated.
  - Date exam was approved.
  - Authorization validity period.
  - Valid billing codes (CPT®), and more.
- NIA's evidence-based clinical review criteria, and diagnostic imaging guidelines.
- Technical support available if you have questions.

If your patient doesn't have access to the internet, they can call our Rapid Response and Outreach Team at **1-844-623-7090** from 8 a.m. to 5:30 p.m., Monday through Friday.

**Plus, ordering physicians can access a number of key tools:**

- Straightforward instructions for submitting exam requests, including the ability to submit multiple requests in the same online session.
- Appropriate ICD-10 code lookup.
- Fast authorization decisions available to you online.
- Ease of searching for and selecting convenient imaging facilities.
- Uploading clinical documentation right to RadMD.
- Continuous updates on authorization status, allowing the user to view all notifications for a case.
- Allows users the ability to view the clinical information that was received.
- Paperless option allows users to receive the final notification via RadMD with notification alerts via email.

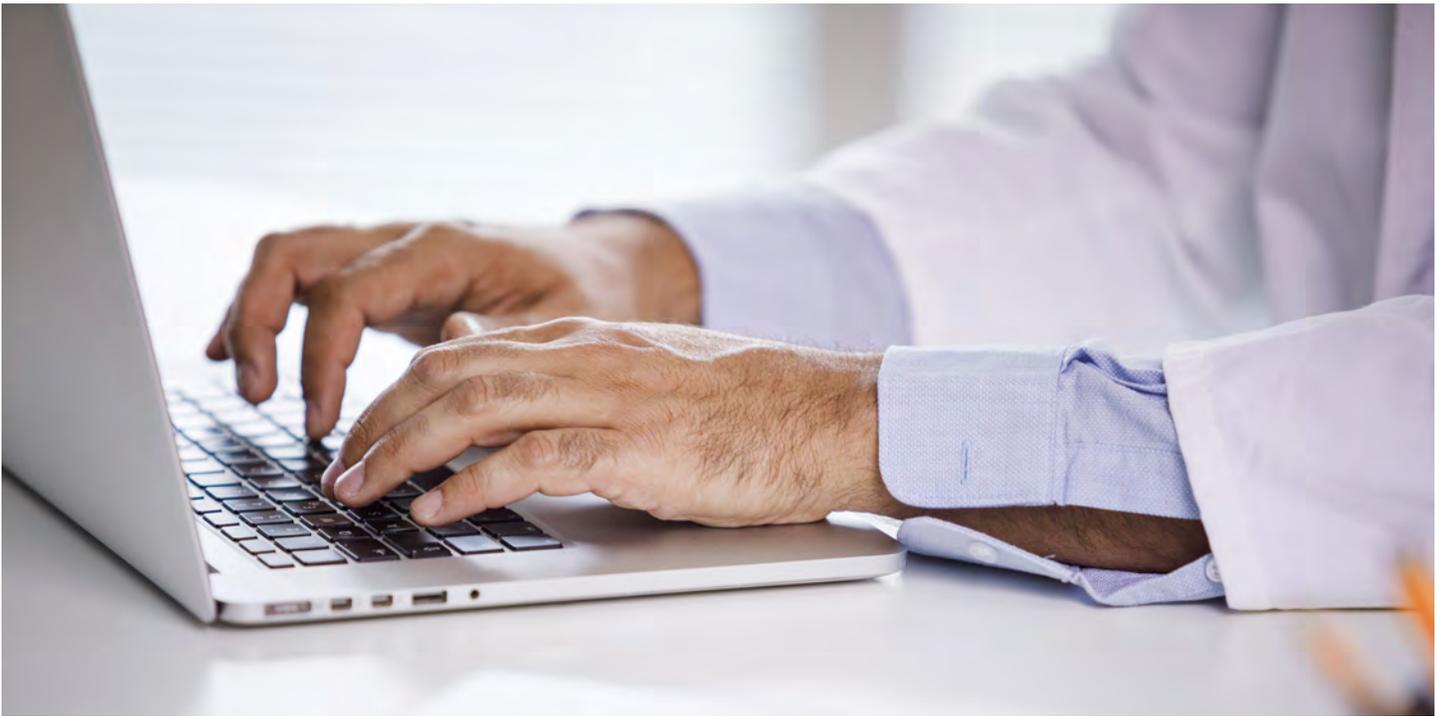
**NIA's policy indicates that ordering providers are responsible for obtaining prior authorization from NIA prior to referring members to imaging facilities.**

Additionally, **imaging facilities** benefit from being able to quickly view the approved authorizations for their patients, facilitating prompt service for patients who require imaging procedures.

NIA also has a feature that allows clinical information to be uploaded directly onto RadMD. Utilizing this upload feature on RadMD expedites your request, since the information is automatically attached to the case and forwarded to our clinician for review.

To get started, simply go to [www.RadMD.com](http://www.RadMD.com), click the New User button, and set up a unique user name/account ID and password for each individual user in your office or facility. Your RadMD login information should not be shared. This further protects members' personal health information.

**For assistance or technical support, please contact [RadMDSupport@MagellanHealth.com](mailto:RadMDSupport@MagellanHealth.com) or call toll-free 1-800-327-0641. RadMD is available 24/7, except when maintenance is performed once every other week after business hours.**



## Do you know your Provider Network Account Executive?

Your Provider Network Account Executive is your liaison with AmeriHealth Caritas Delaware. They are responsible for orientation, continuing education, and problem resolution for our network providers.

### Email us or give us a call.

#### Ancillary providers:

**Katrina Tillman**

Phone: 1-302-233-1544

[ktillman@amerihealthcaritasde.com](mailto:ktillman@amerihealthcaritasde.com)

#### Behavioral health providers and facilities:

**Karen Lysinger**

Phone: 1-302-233-5700

[klysinger@amerihealthcaritasde.com](mailto:klysinger@amerihealthcaritasde.com)

#### Hospitals

**Tiara Goodmond**

Phone: 1-302-270-6750

[tgoodmond@amerihealthcaritasde.com](mailto:tgoodmond@amerihealthcaritasde.com)

#### Long-term services and supports providers, skilled nursing facilities and home health agencies

**Deneka Smith**

Phone: 1-302-286-5927

[dsmith3@amerihealthcaritasde.com](mailto:dsmith3@amerihealthcaritasde.com)

#### Physical health providers

United Medical, Mednet, and Delaware Chiropractic Services Network (DCSN) (statewide)

**Kristina Peden**

Phone: 1-302-256-6254

[kpeden@amerihealthcaritasde.com](mailto:kpeden@amerihealthcaritasde.com)

New Castle County Physician Groups

**Latasha Smith**

Phone: 1-302-268-0424

[lsmith@amerihealthcaritasde.com](mailto:lsmith@amerihealthcaritasde.com)

Kent and Sussex County Physician Groups, Dental (SkyGen) and Vision (Avesis) providers

**Ashley McLaughlin**

Phone: 1-302-286-5907

[amclaughlin@amerihealthcaritasde.com](mailto:amclaughlin@amerihealthcaritasde.com)

Management

**Stephanie Miller**

Phone: 1-302-270-6788

[smiller@amerihealthcaritasde.com](mailto:smiller@amerihealthcaritasde.com)

# Access and availability standards

AmeriHealth Caritas Delaware access standards	
Services	Access
<b>Emergency services</b> (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.
<b>Primary care appointments for emergency conditions</b> (for example, high temperature, persistent vomiting or diarrhea, or symptoms of sudden or severe onset which do not require emergency room services)	Available the same day.
<b>Primary or specialty care appointments for urgent care</b> (for example, persistent rash, recurring high-grade temperature, nonspecific pain or fever)	Available within two calendar days or 48 hours of member request.
<b>Primary or specialty care appointments for routine care</b> (for example, a well-child exam, EPSDT screens, routine physical exams, and similar wellness visits)	Within three weeks of member request.
<b>Maternity care</b>	<ul style="list-style-type: none"> <li>• <b>First trimester</b> — within three weeks of member request.</li> <li>• <b>Second trimester</b> — within seven calendar days of member request.</li> <li>• <b>Third trimester</b> — within three calendar days of member request.</li> <li>• <b>High-risk pregnancies</b> — within three calendar days of identification of high risk.</li> </ul>
<b>Office waiting time</b>	<ul style="list-style-type: none"> <li>• Not to exceed one hour.</li> <li>• 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.</li> <li>• When wait times must be extended due to the circumstances described above, waiting patients must be notified of the delay as soon as possible.</li> <li>• If the delay will result in more than a 90-minute wait, the patient must be offered a new appointment.</li> </ul>

## Access and availability standards (continued)

Behavioral health access standards	
Services	Access
<b>Emergency services</b> (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. Mobile team response within one hour.
<b>Routine outpatient services</b>	<p>Within seven calendar days of request with nonprescribing clinician for:</p> <ul style="list-style-type: none"> <li>• Requests for an initial assessment.</li> <li>• Members being discharged from an inpatient or residential setting to a community placement.</li> <li>• Members seen in an emergency room or by a behavioral health crisis provider for a behavioral health condition.</li> </ul>
<b>Nonemergency outpatient services</b>	Within three weeks of request for prescribing clinician services.



# Important contact information

## Provider Services

- Phone: 1-855-707-5818
- Fax: 1-855-396-5790

## Member Services

- Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP): 1-844-211-0966
- DSHP-Plus and DSHP-Plus LTSS: 1-855-777-6617
- Fax: 1-855-396-5780

## Pharmacy Services (PerformRx)

- PerformRx Pharmacy Provider Services
  - Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP): 1-855-251-0966
  - DSHP-Plus and DSHP-Plus LTSS: 1-888-987-6396
- PerformRx Pharmacy Member Services
  - Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP): 1-877-759-6257
  - DSHP-Plus and DSHP-Plus LTSS: 1-855-294-7048
- Fax: 1-855-829-2872

## Let Us Know Program

- Rapid Response and Outreach: 1-844-623-7090.
- Member Intervention [Request Form](#).  
Fax completed forms to 1-855-806-6242.





**AmeriHealth** *Caritas*<sup>™</sup>

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Delaware

[www.amerihealthcaritasde.com](http://www.amerihealthcaritasde.com)