

Summer 2018



## Table of contents

Message from the Market Chief Medical Officer .....	2	Important updates .....	7
Wellness Registry .....	3	Report fraud, waste, and abuse .....	9
Let Us Know program .....	4	Important contact information .....	10
Critical incidents .....	5	Lunch on us .....	11
NaviNet® corner .....	6		



# Message from the Market Chief Medical Officer

Welcome to *Connections* — the first edition of the AmeriHealth Caritas Delaware<sup>SM</sup> provider newsletter. I extend a warm welcome to all providers and would like to thank you for participating in our network. In collaboration with our provider community, AmeriHealth Caritas Delaware will fulfill our mission to help people get care, stay well, and build healthy communities.

My passion and focus is to help our staff and the provider community work together to promote best practices in patient care. We should work together to create the best possible health care experience for our members and their loved ones. In alignment with the Delaware Division of Medicaid and Medical Assistance (DMMA) Quality Improvement Initiatives Task Force, my goals are to improve access to care, quality of appropriate services, cost effectiveness, and satisfaction of members and providers. To accomplish these goals, we will facilitate communication among all those on the caregiving team, ensure the best quality care, and facilitate timely access to care.

Our staff has a reputation for quality and commitment to clinical excellence. We recognize that physical and mental health needs do not exist in a vacuum, and that social determinants of health must be addressed if we are to improve outcomes. Our Care Coordination, Care Management, and Rapid Response and Outreach teams assist members with receiving medically necessary services while addressing social determinants of health. Our teams can help members who have missed appointments, who need transportation services, or who need further education on their treatment plans or chronic conditions. Our Let Us Know program is designed to facilitate collaboration between the provider community and AmeriHealth Caritas Delaware to engage and manage members, especially those with behavioral or physical health conditions.

The nationwide opioid crisis has affected Delaware, with over ninety suspected overdose deaths from January to May 2018. Our strategy for combating this epidemic in Delaware includes:

- Providing education on [Delaware prescribing rules](#).
- Limiting new prescriptions of opioids to seven-day supplies with 50 morphine milligram equivalents per day.
- Using a pharmacy lock-in program that restricts identified members to filling their prescriptions at a single designated participating pharmacy to better manage their medication utilization, particularly of controlled substances.
- Providing education on naloxone availability.
- In compliance with Delaware law, providing access to treatment for behavioral health and substance use disorders without the need for prior authorization for:
  - The first five days of medically managed intensive inpatient withdrawal management.
  - The first 14 days of substance use disorder inpatient rehabilitation.
  - The first 30 days of a substance use disorder outpatient program.

For more information on our plan and programs, please visit [www.amerihhealthcaritasde.com](http://www.amerihhealthcaritasde.com).

I look forward to working together as a team to improve outcomes for our members. Please call me at **302-286-5878** if you have any comments, questions, or concerns.

Lenaye Lawyer, M.D.  
Market Chief Medical Officer  
AmeriHealth Caritas Delaware

# Wellness Registry

AmeriHealth Caritas Delaware is pleased to announce the launch of our new Wellness Registry, which will be available by the end of June 2018.

The Wellness Registry is a web-based search portal that provides resource assistance regarding services and programs available in the community, many at no cost to the individual. To help engage our members in wellness and healthy behaviors through health education and involvement in relevant programs, AmeriHealth Caritas Delaware will maintain an up-to-date registry of wellness, health education, disease management, and self-management programs and activities available for our members.

With access to up-to-date and comprehensive web-based resources, our members can be connected to a wide array of services previously unknown to them, such as behavioral health care, food banks, disease education, exercise and nutrition resources, prenatal resources, emergency phone numbers, and financial assistance and education, as well as AmeriHealth Caritas Delaware programs, like our GED voucher program, of which they may not be aware. The registry includes contact information for each program and instructions for accessing them, cost of the program, and any additional eligibility criteria that a member must meet to participate in the program.

## About the Wellness Registry

The registry is available to members, providers, the community, and AmeriHealth Caritas Delaware associates. No login or password is needed.

Searches can be conducted by category:

- Activity type.
- Covered services.
- Location.

Please visit [www.amerhealthcaritasde.com](http://www.amerhealthcaritasde.com) for assistance in finding state and local community resources that may be helpful for your patients.



Support



Fitness



Nutrition



Prenatal care



Education



# LET US KNOW PROGRAM

## Will you Let Us Know?

AmeriHealth Caritas Delaware is here to help you engage members in their health care by offering you the Let Us Know program.

The Let Us Know program is a partnership between AmeriHealth Caritas Delaware and the provider community to collaborate in the engagement and management of our members — your patients — with chronic behavioral or physical health conditions, as well as those who need long-term services and supports (LTSS). We have support teams and tools available to assist in the identification, outreach, and education of our members with complex health needs, as well as clinical resources for providers in their care management.

If you recognize a patient with a special, chronic, or complex health condition who may need the support of one of our programs, we just need you to Let Us Know in one of the following ways:

- Contact our Rapid Response and Outreach Team at **1-844-623-7090**.
- Use the Member Intervention [Request Form](#).

Complete a [Member Intervention Request Form](#) to Let Us Know about members who have missed appointments, need transportation services, or need further education on their treatment plans or chronic conditions. Simply complete and fax the form to our Rapid Response and Outreach Team at **1-855-806-6242**.



# Critical incidents

## A critical incident includes, but is not limited to, the following incidents:

- Unexpected death of a member, including deaths occurring in any suspicious or unusual manner, or suddenly when the deceased was not attended by a physician.
- Suspected physical, mental, or sexual mistreatment, abuse, and/or neglect of a member.
- Suspected theft or financial exploitation of a member.
- Severe injury sustained by a member.
- Medication error involving a member.
- Inappropriate or unprofessional conduct by a provider involving a member.

## Reporting critical incidents

Providers are expected to report all critical incidents immediately to AmeriHealth Caritas Delaware and notify the appropriate investigative agencies:

- **Adult Protective Services (APS)** — For suspected abuse, neglect, disruptive behavior, and exploitation. Inadequate self-care cases are handled by the Community Services Program within the Delaware Division of Services for Aging and Adults with Physical Disabilities.  
Phone: **1-302-424-7310**
- **DHSS Long-Term Care Office of the State Ombudsman** — For residents of long-term care facilities who have a complaint about their rights.  
Phone: **1-800-223-9074**
- **Division of Long-Term Care and Residents Protection (DLTCRP)** — For members receiving services in a long-term care facility when there is an incident of abuse, neglect, mistreatment, and/or financial exploitation. Reports of suspected abuse, neglect, and exploitation of child members residing in pediatric nursing facilities must also be reported.  
Phone: **1-877-453-0012**
- **Office of Health Facilities and Certification (OHFLC)** — The designated agency to regulate acute and outpatient health care facilities/agencies. Receives notice of critical incidents occurring in these facilities involving abuse, neglect, harassment, hospital and hospice seclusion, and restraint deaths.  
Phone: **1-302-292-3930** or **1-800-942-7373**
- **The Division of Family Services (DFS)** — The designated agency to receive, investigate, and respond to critical incidents of abuse or neglect of children living in the community.  
Phone: **1-800-292-9582**
- **24-hour Child Abuse and Neglect Hotline**  
Phone: **1-800-292-9582**

## Please include the following information for each critical incident:

- Provider first and last name.
- Date and time of the critical incident.
- Details of the critical incident.
- Provider telephone number.
- Type of critical incident.
- Name of investigative agency to which the critical incident was reported, if applicable.
- Member first and last name.
- Date and time of notification to the investigative agency.

AmeriHealth Caritas Delaware will follow up with providers if additional information on a critical incident is needed.



To report a critical incident, please contact AmeriHealth Caritas Delaware at **1-302-286-5896** or email the completed critical incident form to **[acdcriticalincidents@amerihealthcaritas.com](mailto:acdcriticalincidents@amerihealthcaritas.com)**. The critical incident form can be found at **[www.amerihealthcaritasde.com/provider/forms/index.aspx](http://www.amerihealthcaritasde.com/provider/forms/index.aspx)**.



## NaviNet corner

New functionality allows providers to resolve patient care gaps electronically through NaviNet

AmeriHealth Caritas Delaware is pleased to announce a new functionality in NaviNet for faster, simpler closing of care gaps for your patients, our members. This solution will reduce paperwork and enable more frequent care gap status updates. You no longer need to print and complete a worksheet and fax it back to us to resolve care gaps. Instead, the new Care Gap Response Form allows you to close care gaps by entering information in NaviNet for services that you've provided. The Care Gap Response Form requires supporting documentation.

After you submit the information, our quality team will review and confirm that it resolves the care gap. If additional information is needed to validate the service provided, you'll be notified in NaviNet. NaviNet offers several ways to manage care gaps, once logged in.

- Click the **Activity** tab to see alerts for care gaps that need your response.
- Clicking on **Response Requested** in the Activity window takes you to the **Care Consideration Detail** page, where you can click on **Resolve Care Gaps** and enter information.
- Under the Workflow tab, **Patient Clinical Documents** shows the list of members with care gaps.

You can also see care gaps for your patients through **Eligibility and Benefits Inquiry**, and on the **Member Clinical Summary and Care Gap Query Report**.

### Announcing new NaviNet electronic claim inquiry enhancement

We're pleased to announce a new function in NaviNet that can help reduce written correspondences. It can also minimize the time spent calling the Provider Services department with claim inquiries. The new claim inquiry feature lets you request an adjustment and track responses on claims that were previously finalized. For each submitted transaction, you'll receive an electronic response to the claim inquiry. The response will indicate if the claim was adjusted or will provide details explaining why the claim wasn't considered for an adjustment.

AmeriHealth Caritas Delaware encourages you to use the claim inquiry function. However, if you don't have NaviNet access, you can still contact Provider Services at **1-855-707-5818**.

#### A few important points to note before you submit your claim inquiry:

- The claim inquiry submission feature is only for finalized claims.
- Claim inquiries are for individual claims.
- To receive notification of the status of your submitted inquiry, the notifications setting in NaviNet must be enabled. With notifications on, you can select how often and when you want to be notified.

After you complete and submit your claim inquiry, you'll receive a message in NaviNet that the transaction was received, indicating it was successfully submitted. Once the claim review has been completed, you'll be notified through NaviNet that a claim response is available. Responses can be expected within 10 business days.

**If your practice isn't registered with NaviNet, we highly recommend registering. To register, please visit [www.navinet.net](http://www.navinet.net) and sign up, or contact your AmeriHealth Caritas Delaware Provider Network Management Account Executive.**

# Important updates

## Expanded benefits for AmeriHealth Caritas adult members

We believe our members — your patients — should have access to quality health care and services. With your participation, we are committed to delivering health care through innovative services and programs that will make it easier for members to take care of their health.

We are pleased to announce expanded benefits for adult AmeriHealth Caritas Delaware members:



### Adult vision coverage

- Routine eye exams once every 12 months.
- One pair of prescription eyeglasses or contacts every 12 months.



### Adult dental coverage

- Routine exams and cleanings once every 12 months.
- X-rays (bite-wing: one set every 12 months; full mouth: one set every 36 months).



### Mission GED®

- Members can receive personalized coaching and vouchers to take the GED exam for free.



## Important updates (continued)

### Sign up for Network News

Remember to sign up for our free subscription email service, Network News. This service is used to share health plan and industry information on topics of importance to you, including plan updates and more.

Signing up is easy. Simply complete the **online form**.

Subscribe today to start receiving electronic updates from  
**AmeriHealth Caritas Delaware!**



### Did you know?

Providers may file an appeal on a member's behalf, with the member's written consent. The Notice of Adverse Benefit Determination letter has an attached consent form for your convenience. Consent forms must be signed by the member or the member's authorized representative. The provider may not sign the form for the member. Please mail all provider initiated appeals to:

**AmeriHealth Caritas Delaware**  
P.O. Box 80106  
London, KY 40742-0106



# Report fraud, waste, and abuse

AmeriHealth Caritas Delaware recognizes the importance of detecting, investigating, and preventing fraud, waste, and abuse.

AmeriHealth Caritas Delaware's Fraud, Waste, and Abuse Program is dedicated to investigating any form of suspicious activity related to potential health care fraud, waste, and abuse. The program includes investigation of any reasonable belief that fraud, waste, and/or abuse may be, is being, or has been committed. If you become concerned about or identify potential fraud, waste, or abuse, we encourage you to contact us by:

- Calling us on our toll-free Fraud, Waste, and Abuse Hotline at **1-866-833-9718**.
- Emailing us at [fraudtip@amerihealthcaritas.com](mailto:fraudtip@amerihealthcaritas.com).
- Writing to us at:  
**Special Investigations Unit**  
AmeriHealth Caritas  
200 Stevens Drive  
Philadelphia, PA 19113

## Some examples of fraud, waste, and abuse include:

- Billing for services not furnished.
- A member using someone else's insurance card to receive care.
- Submitting false information to obtain authorization to furnish services or items to Medicaid recipients.
- Accepting kickbacks for patient referrals.
- Violating physician self-referral prohibitions.
- Billing for a more costly service than performed.
- Providing, referring, or prescribing services or items that are not medically necessary.
- Providing services that do not meet professionally recognized standards.

**We look forward to partnering with you to prevent fraud, waste, and abuse.**



# Important contact information



## Provider Services

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

### For assistance with:

- Eligibility checking.
- Claims status inquiry.
- Electronic data exchange (EDI) technical support.
- Reporting demographic data changes.
- Filing an informal complaint.
- General inquires.



## Member Services

- Diamond State Health Plan (DSHP) and Delaware Healthy Children Program (DHCP): **1-844-211-0966**.
- DSHP-Plus and DSHP-Plus Long-Term Services and Supports (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 Long-Term Services and Supports (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 Long-Term Services and Supports (LTSS): **1-855-294-7048**.
- Fax: **1-855-829-2872**.



## Let Us Know

- Contact our Rapid Response and Outreach Team at **1-844-623-7090**.
- Use the [Member Intervention Request Form](#). Fax completed forms to **1-855-806-6242**.

Please see your provider type below to find the Provider Network Management Account Executive assigned to the territory where you practice.

- **Tiara Goodmond**  
Hospitals  
Phone: **1-302-270-6750**  
E-mail: [tgoodmond@amerihealthcaritas.com](mailto:tgoodmond@amerihealthcaritas.com)
- **Latasha Smith-Tutt**  
New Castle County Physician Groups  
Phone: **1-302-268-0424**  
E-mail: [lsmith-tutt@amerihealthcaritas.com](mailto:lsmith-tutt@amerihealthcaritas.com)
- **Kristina Peden**  
Kent and Sussex County Physician Groups  
Phone: **1-302-256-6254**  
E-mail: [kpeden@amerihealthcaritas.com](mailto:kpeden@amerihealthcaritas.com)
- **Karen Lysinger**  
Behavioral Health Providers and Facilities of Delaware  
Phone: **1-302-233-5700**  
E-mail: [klysinger@amerihealthcaritas.com](mailto:klysinger@amerihealthcaritas.com)
- **William (Beau) Thompson**  
Long Term Services and Supports Providers of Delaware  
Phone: **1-302-233-8908**  
E-mail: [wthompson@amerihealthcaritas.com](mailto:wthompson@amerihealthcaritas.com)
- **Katrina Tillman**  
Ancillary Providers of Delaware  
Phone: **1-302-233-1544**  
E-mail: [ktillman@amerihealthcaritas.com](mailto:ktillman@amerihealthcaritas.com)
- **Stephanie Savini**  
Provider Network Manager  
Phone: **1-302 270-6788**  
E-mail: [ssavini@amerihealthcaritasde.com](mailto:ssavini@amerihealthcaritasde.com)



# Lunch on us!

AmeriHealth Caritas Delaware would like to thank you for reading the summer 2018 edition of *Connections*. So we can provide you with an even better reading experience and continuously offer the content that matters to you, we invite you to complete our *Connections* feedback survey. Your comments are very important to us.

After submitting your completed survey, your provider group will have a chance to receive a free lunch on us!

Click [here](#) to start the survey.

We look forward to hearing your feedback.

Thank you!





**AmeriHealth** *Caritas*<sup>™</sup>

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Delaware

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