

Summer 2019



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A message from our Behavioral Health Chief Medical Officer

Greetings, AmeriHealth Caritas Delaware providers:

AmeriHealth Caritas Delaware has experienced tremendous growth, successes, and challenges in the year and a half of providing coverage in Delaware.

As many of you are aware, AmeriHealth Caritas Delaware is an integrated health plan, in which we view health as a multifaceted combination of physical, behavioral, biological, psychological, and social factors. Our approach as a health plan reflects this view, as our policies, procedures, decisions, and initiatives are governed by professionals representing a broad spectrum of disciplines, cultures, beliefs, and backgrounds. As Behavioral Health Chief Medical Officer, I would like to take this opportunity to provide a few updates on several initiatives and areas of focus.

In June 2018, AmeriHealth Caritas Delaware trained over 200 of our associates in trauma-informed care. According to the Substance Abuse and Mental Health Services Administration (SAMHSA), trauma-informed care reflects an “adoption of principles and practices that promote a culture of safety, empowerment, and healing.” This extensive training provided a thorough overview of the neurobiological, physical, behavioral, emotional, and sociological impact of adverse experiences, the long-term impact of those experiences on health, and the ways we, as a health plan, can implement a model of care that reflects the diverse and all too often traumatic experiences of our members and staff. AmeriHealth Caritas Delaware is one of the only managed care organizations in the country to embrace trauma-informed care.

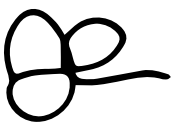
Like many states, Delaware remains in the midst of the opioid epidemic, affecting thousands of residents across the state. Narcan (naloxone) is a lifesaving overdose-reversal drug that is easily administered and available. Yet, from January through June of 2018, only 26 AmeriHealth Caritas Delaware members filled a Narcan prescription. In June 2018, AmeriHealth Caritas Delaware proposed to remove the Narcan copay. In January 2019, an AmeriHealth Caritas Delaware provider notification encouraged all substance abuse treatment providers and prescribers of opiates for chronic pain management to prescribe Narcan to clients or patients, and offer Narcan to family members. AmeriHealth Caritas Delaware now averages over 40 new Narcan prescriptions per month, at no cost to our members. Furthermore, in a one-year period, we have seen the prescriptions for suboxone (or its derivatives), a version of medication-assisted treatment, increase by 35 percent.

In April 2019, AmeriHealth Caritas Delaware partnered with Delaware State University to present the 2019 Assessment and Treatment of Substance Abuse Disorders Conference. Attended by over 250 clinicians, this forum featured nationally renowned speakers and Delaware providers who discussed cutting-edge, evidence-based treatment for substance abuse disorders. The conference provided free continuing education credits for physicians, psychologists, social workers, marriage and family therapists, nurses, and addictions counselors. We intend to continue to offer various educational forums focusing on evidence-based practices and the opportunity to earn continuing education credits.

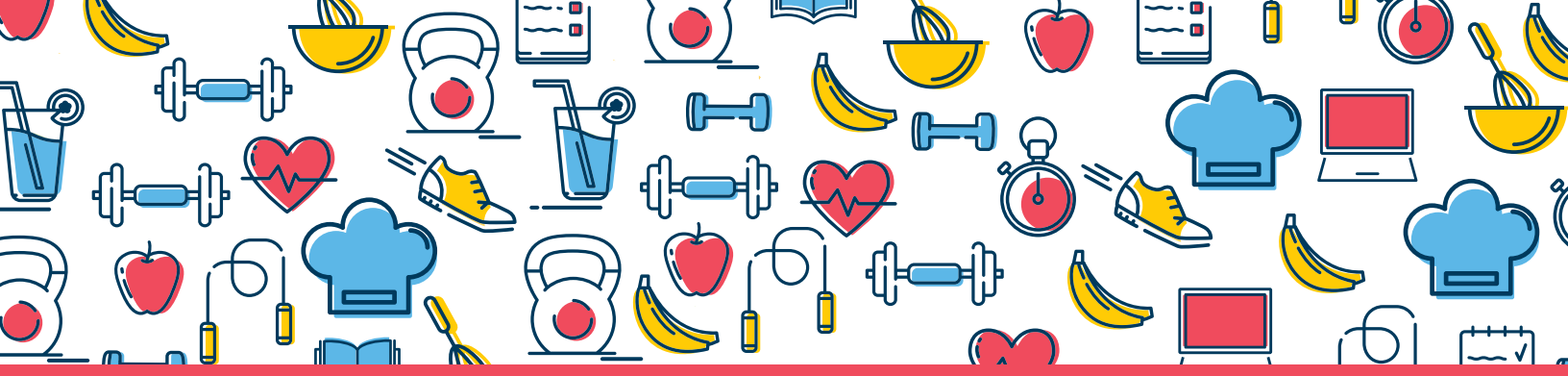
AmeriHealth Caritas Delaware is able to boast a behavioral health provider network of over 900 Delaware-based clinicians. Beginning in fall 2019, we will conduct provider forums throughout Delaware to discuss the available levels of care within our state, value-based contracting, and integrated care.

As always, I thank you for helping us provide high-quality care to our members, and for your continued partnership with AmeriHealth Caritas Delaware.

I look forward to meeting with you soon.



Jordan Weisman, Psy.D.
Behavioral Health Chief Medical Officer



Connecting patients to wellness resources available in the community

AmeriHealth Caritas Delaware knows that many things in life can affect your patients' health. To make it easier for you to assist your patients in meeting both their health and social needs, AmeriHealth Caritas Delaware maintains a web-based registry of wellness, health education, disease management, and self-management programs and activities available for our members within the community.

Through our web-based Wellness Registry, members can connect to a wide array of services that may have been previously unknown to them, such as behavioral health care, food banks, disease education, exercise and nutrition resources, prenatal resources, and financial assistance and education, as well as AmeriHealth Caritas Delaware programs, like our GED voucher program.

To find resources, visit [amerhealthcaritsde.com](https://www.amerhealthcaritsde.com), and select [Wellness Resources](#).

Members are also encouraged to visit our Community Wellness Center. Our Community Wellness Center offers many resources throughout the year that can help your patients improve their health and wellness — including preventive health education, fitness classes, healthy-cooking demonstrations, and more.

Come visit us

Glendale Plaza Shopping Center
1142 Pulaski Highway (Route 40)
Bear, DE 19701

Hours of operation

Monday through Friday, 10 a.m. to 6 p.m.

View a [calendar of upcoming events](#).

Providers are also welcome to use the center for meetings, health education, screenings, or special events. For more information, call 1-302-525-3760.



Release of new physician resource: **Opioid Use Disorder eLearning module**

The Opioid Use Disorder eLearning module for primary care provider practices is a self-guided learning experience providing up-to-date information on the opioid epidemic.

Curriculum includes:

- An overview of opioid use disorder (OUD).
- Current U.S. statistics on the opioid epidemic.
- The impact of the epidemic on Medicaid recipients.
- The Diagnostic and Statistical Manual of Mental Disorders, 5th edition (DSM-5™) criteria for substance use disorders.
- The Centers for Disease Control and Prevention (CDC) guideline for prescribing opioids for chronic pain.
- Information about evidence-based practices such as:
 - Medication-assisted treatment (MAT).
 - Cognitive behavioral therapy (CBT).
 - Screening, Brief Intervention, and Referral to Treatment (SBIRT).
 - Motivational interviewing.
 - Peer support services.
- The Healthcare Effectiveness Data and Information Set (HEDIS®) measures for OUD.
- Resources and support available to you and your practice.

The AmeriHealth Caritas Delaware OUD eLearning training module is available at www.amerhealthcaritasde.com under the **Providers** tab (select [Training and Education](#)).

Once you complete the training, click on the Attestation Form link at the end of the training and complete the brief assessment.



As part of AmeriHealth Caritas Delaware's ongoing goal to support integrated care, we've made the following resources available to you:

- In-person, on-site behavioral health training from a clinical educator (contact your Provider Account Executive).
- Behavioral Health Provider Toolkit at amerhealthcaritasde.com under the **Providers** tab (select **Behavioral Health**).
- Other eLearning modules in this series, including Depression, Anxiety Disorders, and ADHD.

Oral health for older adults

Xerostomia (dry mouth) is a common problem among older adults. Dry mouth can promote tooth decay and can cause difficulty with eating, swallowing, and speaking. In addition, it makes speaking difficult and results in ill-fitting dentures. Common causes of dry mouth include dehydration, smoking, medication side effects, infection, nerve damage, mouth breathing, and radiation therapy.

Poor dental hygiene and dental infections can potentially lead to body infections and worsen cardiovascular disease, diabetes, malnutrition, stroke, and pneumonia. Some studies suggest that people with good oral hygiene have lower risks for cognitive decline and the onset of dementia.

Health care providers who serve our members are uniquely positioned to become involved in their patients' oral health.

AmeriHealth Caritas Delaware encourages primary care providers to share the following important oral health reminders with your older adult patients:

- It is plaque, not aging, that causes tooth loss.
- Everyone should brush their teeth twice daily with a soft toothbrush.
- Those who are edentulous should brush their mouths as well.
- Plaque forms on partial and full dentures.
 - Dentures must be brushed just like teeth, with a denture brush.
 - Store dentures with a denture tablet in a storage container every night.
 - Clean the storage container weekly with a weak bleach solution.

If you examine a patient's oral cavity, we ask that you stop and ask a few key questions about their oral health.

1. Ask about:

- a. Dryness, pain, or bleeding in the mouth.
- b. Oral hygiene and dietary habits.
- c. When they last visited a dentist.

2. Look for:

- a. Signs of oral health risk or active signs of disease.
- b. Salivary flow.
- c. Signs of poor oral hygiene.
- d. White spots or cavities.
- e. Gum inflammation, recession, or loose teeth.
- f. Signs of disease on the oral mucosa and tongue.

3. Review and decide:

- a. Review information.
- b. Share with the patient.
- c. Determine a course of action based on the screening, oral exam, and values and goals of patient.

4. Act:

- a. Deliver preventive interventions.
- b. Refer to a dentist or medical specialist.
- c. Potentially change the medication list.
- d. Offer counseling on diet or smoking.
- e. Offer counseling on diabetic glycemic control.

5. Document:

- a. Findings.
- b. Care process.
- c. Clinical outcomes.

If a member shows any of these problems or signs, AmeriHealth Caritas Delaware encourages primary care providers to provide education and referrals to members who need good oral health.

Sources:

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Blood lead level screening for AmeriHealth Caritas Delaware members

As our members' primary care providers (PCPs), you are required to ensure that children are screened for lead toxicity. Risk assessments for lead toxicity should begin at age 6 to 8 months. Children should be tested for lead toxicity at ages 12 months and 24 months, regardless of response to the lead screening questions. This requires at least one lead capillary or venous blood test **on or before** the child's first and second birthdays.

Claims data are evaluated monthly for all members. If there is no claim for this specific service, the system generates an automatic notice of a care gap. Care gap status notification is provided by and accessible through NaviNet via:

- Member eligibility "pop-up" alerts.
- Care Gap Query Reports.
- Member Clinical Summary Reports.
- Monthly NaviNet report updates, which reflect gaps in care for PCP practice panel membership.
- Panel membership results include indicators for this gap in care measure as "Missing," "Up-to-Date," or "Overdue."

Once you are successfully logged in to NaviNet, you can see your alerts for unresolved care gaps by clicking on the **Activity** tab. Note that under **Settings**, you can select your preferred frequency for receiving pop-up notifications.

Commonly submitted CPT code for this service:

Description	CPT code
Lead testing	83655

For additional information on blood lead level screening and exposure, HEDIS Guidelines for 2019 and Delaware's EPSDT Periodicity Chart can be found online in the provider section of our website.

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.

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Remember to sign up for our free subscription email service, *Network News*. Subscribe today to start receiving electronic updates from AmeriHealth Caritas Delaware. Signing up is easy. Simply complete the **online form**.

Learn more about the AmeriHealth Caritas Delaware potential quality of care concerns process

Potential quality of care (QOC) concerns or issues are defined as any unsubstantiated deviation from expected provider performance, clinical care, or outcome of care, including adverse events. Potential QOC concerns or issues may be related to the care delivered to AmeriHealth Caritas Delaware members in an inpatient or outpatient setting.

Potential concerns or issues impacting the QOC a member receives can include, but are not limited to:

- Issues affecting member safety.
- Access to services.
- Member health care outcomes or member experience.
- QOC grievances.

At AmeriHealth Caritas Delaware, potential QOC concerns or issues are thoroughly investigated by clinical reviewers in accordance with company policy. Our team of Clinical Quality Performance Specialists and quality management immediately work to resolve any potential QOC concerns or issues within 30 calendar days of receipt. Data from a potential QOC concern or issue are collected and analyzed to track and identify trends, identify root causes, and make necessary changes to prevent recurrences.

After thorough review of potential QOC concerns or issues, the AmeriHealth Caritas Delaware Medical Director renders an outcome determination letter within five business days of receipt. Data regarding QOC are submitted as part of the recredentialing and primary care provider profiling process.

The Medical Director's outcome determination result may:

- Find no potential QOC concerns or issues.
- Require a Corrective Action Plan (CAP).
- Refer the case to the appropriate Quality Assessment Performance Improvement Committee (QAPIC) or Credentialing Committee for further review.
 - Committee may recommend action including, but not limited to, panel restriction or termination from the plan.

By reviewing potential QOC concerns or issues at AmeriHealth Caritas Delaware, we aim to:

- Improve patient care, treatment, and services and prevent sentinel and adverse events.
- Focus on understanding the causes that underlie the event, and on changing systems and processes to reduce the probability of such an event in the future.

- Increase general knowledge about adverse and sentinel events, hospital-acquired conditions, their causes, and strategies for prevention.

Potential QOC concerns or issues can be reported by any entity, including, but not limited to:

- An individual in a member's family.
- A provider.
- A member.
- The state.
- Any AmeriHealth Caritas Delaware staff.

Providers are educated about QOC concerns and issues, including their responsibility to report timely and reporting requirements. Provider education and training occur for network providers during provider orientations, provider forums, provider office site visits, and provider webinars. Information on potential QOC concerns or issues is included in provider materials, including, but not limited to, the AmeriHealth Caritas Delaware Provider Manual and Provider Newsletter, *Connections*, which are available in the provider section of our website.

If you have any questions about QOC concerns and issues, please contact your Provider Network Account Executive.

Definitions

Adverse event is defined as an unfavorable and unintended issue associated with medical care. This event may or may not cause harm to the AmeriHealth Caritas Delaware member. It may or may not have been preventable. Adverse events may include sentinel (as defined by The Joint Commission) and never events, health care-acquired conditions (HCACs), and mortalities.

Grievance is an expression of dissatisfaction about any matter other than an adverse benefit determination. Grievances may include, but are not limited to, the quality of care or services provided and aspects of interpersonal relationships, such as the rudeness of a provider or employee or failure to respect the plan member's rights, regardless of whether remedial action is requested. A grievance includes a member's right to dispute an extension of time proposed by AmeriHealth Caritas Delaware to make an authorization decision.

AmeriHealth Caritas Delaware peer review process

The AmeriHealth Caritas Delaware peer review process is focused on patient safety and the quality of medical care provided to all members. Peer review is one component that AmeriHealth Caritas Delaware uses to monitor, evaluate, and improve the quality and appropriateness of care and service delivery to members in addition to other components of performance improvement projects, medical/case record audit, performance measures, surveys, and related activities.

Peer review is an evaluation of the professional practices of a provider by the provider's peers. The evaluation assesses the necessity, appropriateness, and quality of care furnished by the provider in comparison to care customarily furnished by the provider's peers and consistency with recognized health care standards.

The AmeriHealth Caritas Delaware Chief Medical Officer (CMO) oversees the peer review process and chairs the Peer Review Committee. The Peer Review Committee membership is drawn from the provider network and includes peers of the participating provider being reviewed. Members and staff can notify the Peer Review Committee of any situations or problems related to providers.

The peer review process includes the following key elements:

- A. **Case review.** The review considers potential grievances and issues with the quality of care or service.
- B. **Thresholds.** AmeriHealth Caritas Delaware has established thresholds for issues with the quality of care or service identified by internal sources to trigger an off-cycle credentialing review and/or referral to the Peer Review Committee. At the discretion of the CMO, a provider or facility can be referred to the Peer Review Committee or Credentialing Committee for substantiated issues, even if thresholds aren't met.
- C. **Peer Review Committee.** This group reviews participating provider performance, when appropriate.
- D. **Tracking and reporting.** All providers will be tracked by the Quality Management department to determine if the established thresholds trigger an off-cycle credentialing review and/or referral to the Peer Review Committee.
- E. **Training and education.** AmeriHealth Caritas Delaware provides training and education to providers, staff, and members in the peer review process.

Questions or additional information about the peer review process can be addressed by contacting Provider Services at **1-855-707-5818**, or you can speak with your Provider Network Account Executive.

Stay tuned for additional details about peer review training through upcoming provider webinars and forums posted to the AmeriHealth Caritas Delaware website and communicated to you by your Account Executive.





Recommend the Bright Start PlusSM family health mobile app to your AmeriHealth Caritas Delaware members who are pregnant or new mothers

The Bright Start PlusSM family health mobile app is a free mobile app for your patients — from pregnancy to pediatrics and beyond for tracking their family’s health.

This mobile application features support services for members, such as:

- Popular health trackers — child growth, family vaccines, diaper changing, and feeding trackers.
- Q-List — Where members can list all their questions to ask you about their health milestones.
- Pregnancy-specific health topics, tools, and AmeriHealth Caritas Delaware connections.

How Bright Start Plus is your trusted resource as a provider:

- The only pregnancy and family app with clinically approved content from sources like the American College of Obstetricians and Gynecologists, American Academy of Pediatrics, American Academy of Family Physicians, National Institutes of Health, and Centers for Disease Control and Prevention (CDC) with medical editor and medical director review.
- Health risk assessments for each trimester and postpartum.
- Health trackers for all ages and stages based on CDC and clinical standards.
- Peer-reviewed published health outcomes for the app’s platform.

Bright Start Plus is available for download at no charge on Google Play™ and the App Store™. To download, search for Bright Start Plus in the app store or Text "Doctor" to 1-302-202-9766.

If you suspect it, report it: Help us fight fraud, waste, and abuse

We at AmeriHealth Caritas Delaware recognize the importance of detecting, investigating, and preventing fraud, waste, and abuse.

Examples of fraud, waste, and abuse include:

- Accepting kickbacks for patient referrals.
- Violating physician self-referral prohibitions.
- Billing for services not furnished.
- Providing medically unnecessary care.

As a reminder, AmeriHealth Caritas Delaware providers are required by contract to make medical records accessible to all appropriate government agencies, including, but not limited to, Delaware Health and Social Services (DHSS), the Delaware Division of Medicaid and Medical Assistance (DMMA), the United States Department of Health and Human Services (DHHS), the Centers for Medicare & Medicaid Services (CMS), and/or the Office of the Inspector General (OIG), and their respective designees, to conduct fraud, waste, abuse, and/or quality improvement activities.

Visit our [fraud, waste, and abuse](#) webpage to learn more about reporting fraud, waste, and abuse to the plan.



Electronic funds transfer is available at no cost to AmeriHealth Caritas Delaware providers

AmeriHealth Caritas Delaware contracts with Change Healthcare to give providers the option to receive payments through electronic funds transfer (EFT).

Benefits of using EFT include:

- Prompt, easy, and secure payments.
- No need to go to the bank or use mobile deposit to deposit checks.
- Ability to view and print remittance advices online.
- Ability to work with multiple payers in one easy-to-use application.

CHANGE
HEALTHCARE

To enroll in Change Healthcare ePayment, please call **1-866-506-2830** or download the e-payment Enrollment **Authorization Request form**.

Reminder:

Report critical incidents to AmeriHealth Caritas Delaware

A critical incident is an occurrence of an event that jeopardizes a member's health or welfare.

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

- 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.

Please include the following information for each reported critical incident:

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

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

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**



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Delaware

www.amerihealthcaritasde.com