

Summer 2020



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## 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.amerhealthcaritasde.com](http://www.amerhealthcaritasde.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.



## Reminder:

# Report critical incidents to AmeriHealth Caritas Delaware

A critical incident is 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.
- Details of the critical incident.
- Name of investigative agency to which the critical incident was reported, if applicable.
- Date and time of notification to the investigative agency.

### Providers are expected to report all critical incidents immediately to AmeriHealth Caritas Delaware, at 1-302-286-5896 or [ACDECriticalIncidents@amerihealthcaritas.com](mailto:ACDECriticalIncidents@amerihealthcaritas.com), 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 Health Care Quality (DHCQ)** — for members receiving services in a long-term care facility where 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 to DHCQ.  
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: 1-800-292-9582.

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

# AmeriHealth Caritas Delaware

## peer review process

The AmeriHealth Caritas Delaware peer review process is focused on patient safety and 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.

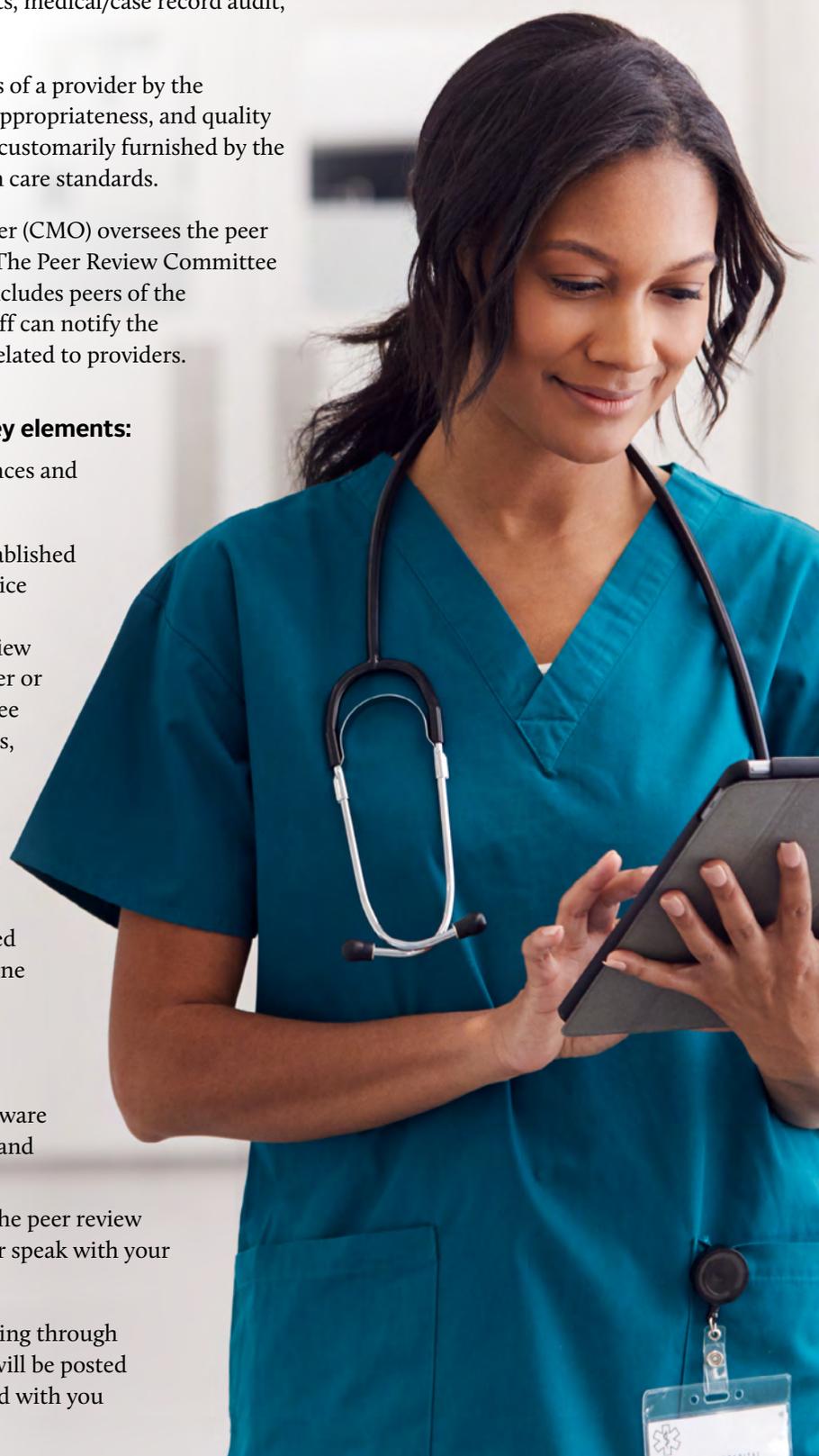
The AmeriHealth Caritas Delaware Chief Medical Officer (CMO) oversees the peer review process and chairs the Peer Review Committee. The Peer Review Committee membership is drawn from the provider network and includes peers of the participating provider being reviewed. Members and staff can notify the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

If you have questions or need more information about the peer review process, contact Provider Services at **1-855-707-5818**, or speak with your Provider Network Account Executive.

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





## 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 by phone 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**.

# 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.

### **Tiara Goodmond**

Hospitals and hospital-owned entities

Phone: **1-302-270-6750**

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

### **Karen Lysinger**

Behavioral health providers and facilities

Phone: **1-302-233-5700**

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

### **Kristina Peden**

United Medical (statewide),

MedNet physician groups (statewide),

Delaware Chiropractic Services Network (statewide),

all dental providers

Phone: **1-302-256-6254**

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

### **Stephanie Miller**

Provider Network Manager

Phone: **1-302-270-6788**

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

### **Deneka Smith**

Long-term services and supports

providers and home health facilities

Phone: **1-302-286-5927**

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

### **Latasha Smith**

New Castle and Sussex County physician groups

Phone: **1-302-268-0424**

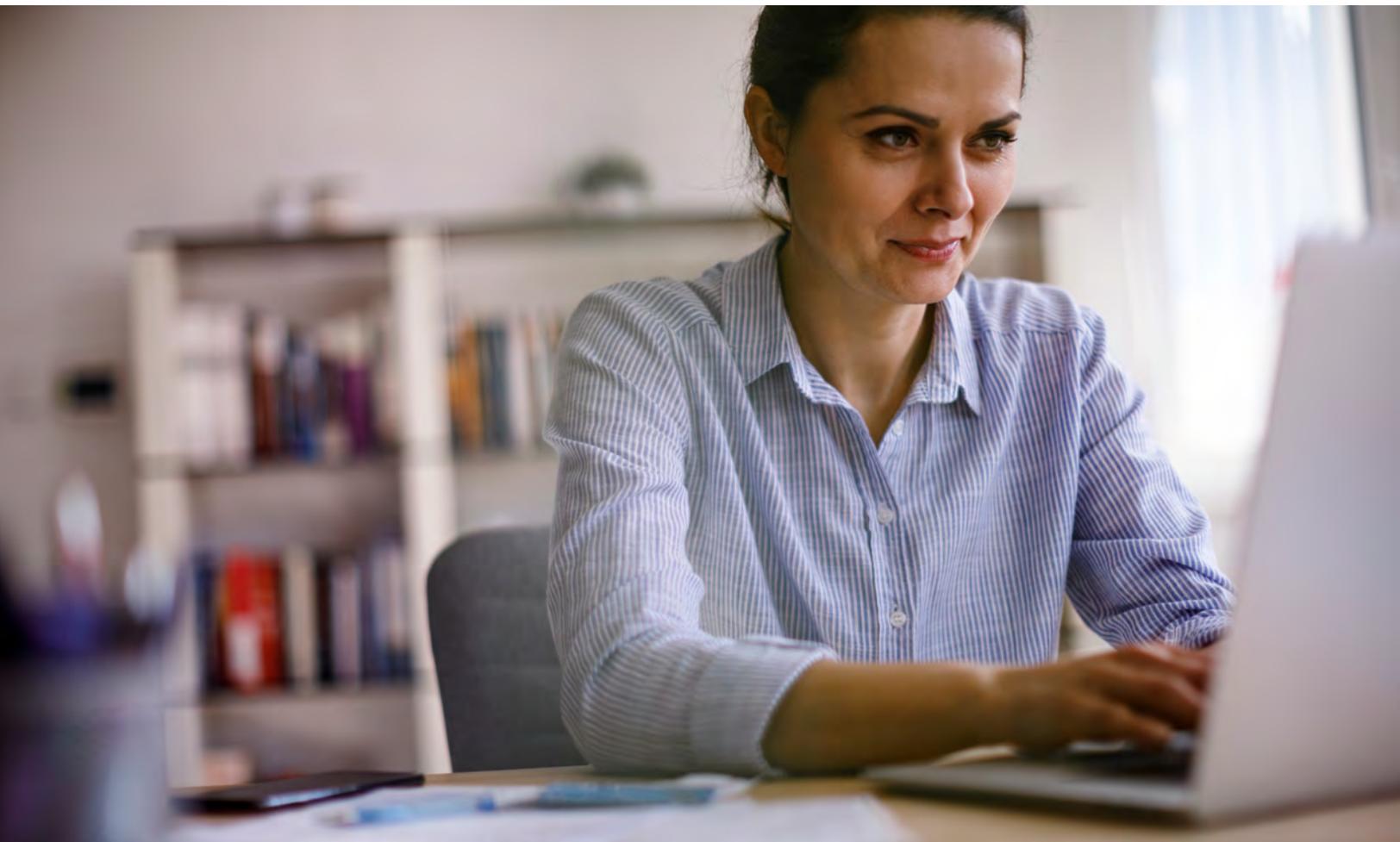
[lsmith@amerihealthcaritasde.com](mailto:lsmith@amerihealthcaritasde.com)

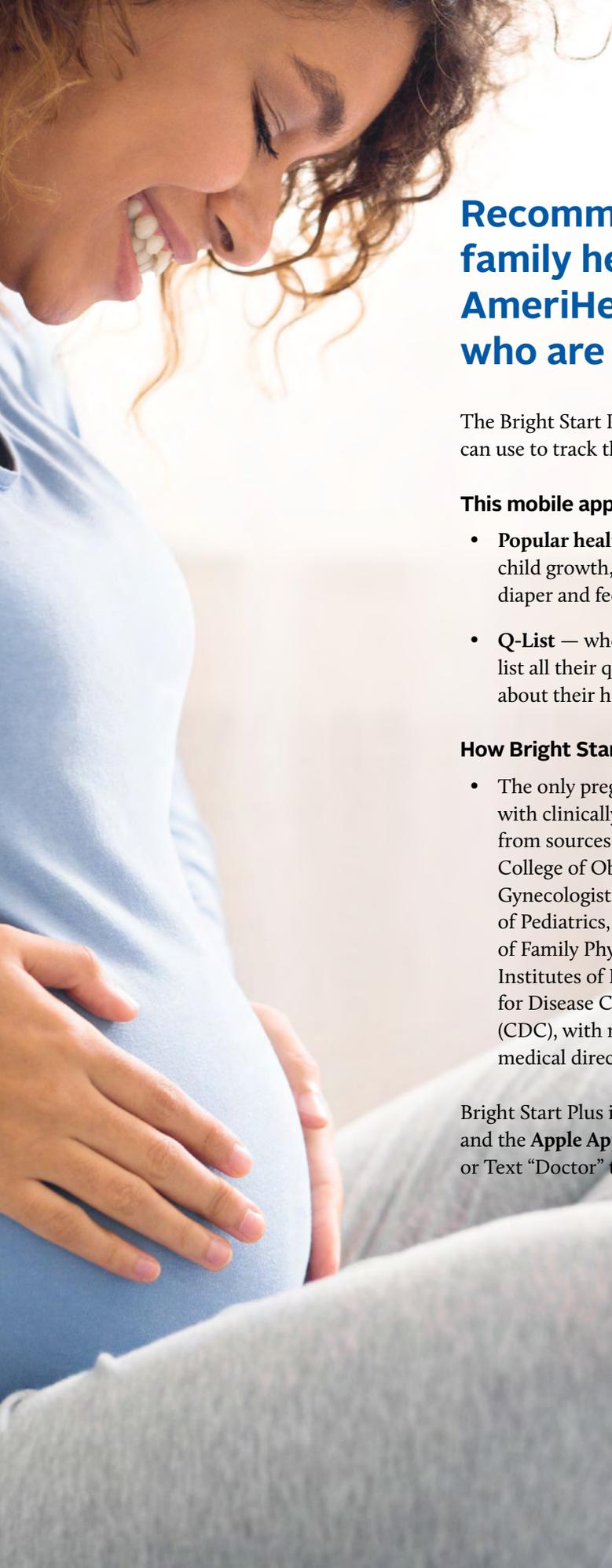
### **Katrina Tillman**

Ancillary providers and Kent County physician groups

Phone: **1-302-233-1544**

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





## Recommend the Bright Start Plus<sup>SM</sup> family health mobile app to your AmeriHealth Caritas Delaware members who are pregnant or new mothers

The Bright Start Plus family health mobile app is a free mobile app that your patients can use to track their family's health — from pregnancy, to pediatrics, and beyond.

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

- **Popular health trackers** — child growth, family vaccines, diaper and feeding tracker.
- **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 editors 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 the **Google Play™** store and the **Apple App Store™**. To download, search **Bright Start Plus** in your 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.

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 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.



# Work with us to keep the AmeriHealth Caritas Delaware Provider Directory updated

Our online provider directory is an important tool in helping members find a network doctor, dentist, or health care facility such as a hospital or urgent care clinic in their area. An accurate provider directory helps our members find you.

We encourage providers to check often to make sure their directory information is accurate so our members have access to the most up-to-date resources. Some of the important items we include in the directory are:

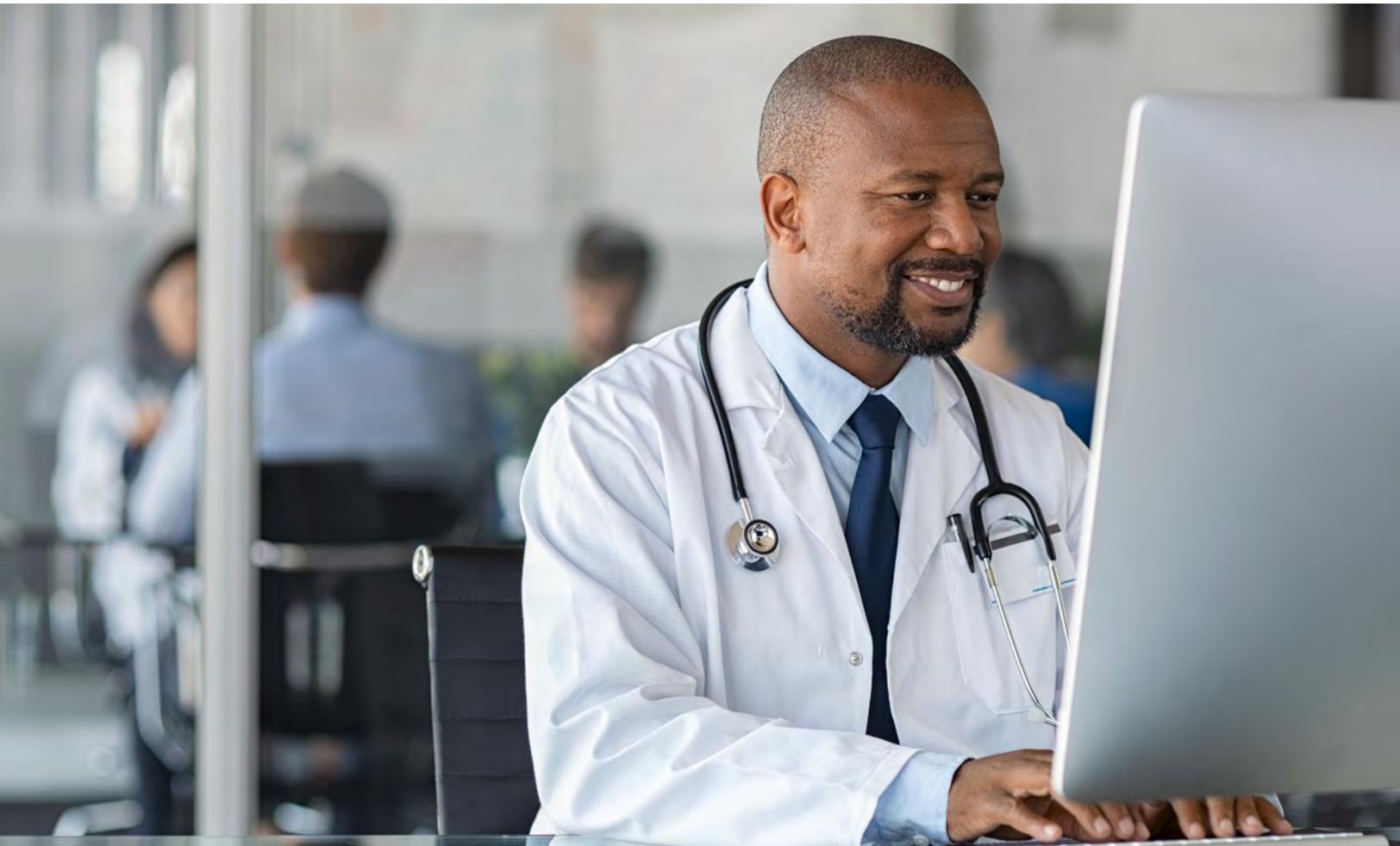
- Phone and fax numbers.
- Address and office hours.
- Hospital affiliations.
- Open status.

View your provider information on our website under the **Find a Provider tab** of our website. To update your information, fax or email a completed **provider change form** and supporting documents to **1-877-759-6251** or **delawareprovidernetwork@amerihealthcaritas.com**.

## Online trainings and guides available

Did you know that AmeriHealth Caritas Delaware provides online training that you can access at your convenience?

Visit the **Providers > Training and Education** section of our website to find available trainings and to access registration links, e-learning modules, and user guides.



# Important reminders: Claim submission, provider complaints, and appeals

Important claim time frames		
Action	Time frame	Time frame begins
Initial claim submission (AmeriHealth Caritas Delaware is the <b>primary</b> payer.)	120 days	Date of discharge (inpatient) or date of service (outpatient)
Corrected claim submission (AmeriHealth Caritas Delaware is the <b>primary</b> payer.)	120 days	Date of discharge (inpatient) or date of service (outpatient)
Initial claim submission (AmeriHealth Caritas Delaware is the <b>secondary</b> payer.)	60 days	Date of primary payer's final determination
Corrected claim submission (AmeriHealth Caritas Delaware is the <b>secondary</b> payer.)	60 days	Date of primary payer's final determination
Provider complaint	12 months from the date of service or 60 calendar days after the payment, denial, or recoupment of a timely claims submission, whichever is later.	

Corrected claim submission guidelines	
<b>Paper claims</b> Submit to: AmeriHealth Caritas Delaware Attn: Claims Processing Department P.O. Box 7367 London, KY 40742	<b>Claim filing guidelines</b> <ul style="list-style-type: none"> <li>• CMS 1500 Claim — Resubmission code “7” and the Plan’s original claim number must be in Field 22.</li> <li>• Institutional UB04 Claim — Bill type should end in “7” in Form Locator 4 and the Plan’s original claim number must be in Form Locator 64A (Document Control Number).</li> </ul>
<b>Electronic claims</b> Payer ID: 77799	<b>Claim filing guidelines</b> <ul style="list-style-type: none"> <li>• Bill frequency code “7” in the 2300 Claim Loop in the field CLM05-3.</li> <li>• Bill the original claim number in the 2300 Claim Loop in the REF*F8 segment.</li> </ul>

## Important tips

- When submitting a corrected claim, you do not need to append a Provider Complaint form. Attaching a Provider Complaint form to a corrected claim will cause a delay in claim processing.
- Corrected claims must be received 120 days from the date of service, unless otherwise specified in your contract.
- If AmeriHealth Caritas Delaware is the secondary payer, corrected claims must be submitted within 60 days of the date on the primary insurer’s EOB.

## Provider appeals

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, or call **1-855-396-5770** and follow the prompts.

## Subscribe to Network News — AmeriHealth Caritas Delaware's email service

To help ensure that you are receiving all provider notices, subscribe to our email service, **Network News**.

**Network News** is used to share information on topics of importance to you, including important plan updates, provider training events, and more.

### To subscribe:

- Complete the **online form** found under [www.amerihhealthcaritasde.com](http://www.amerihhealthcaritasde.com) > **Providers** > **Newsletters and Updates**.
- Click **Submit**.
- Watch for a confirmation email in your inbox.

**Your information will be kept confidential.**  
**We encourage all providers to register.**



### Connect with us 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.



**AmeriHealth** *Caritas*<sup>™</sup>

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Delaware

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