

Fall 2025



Table of contents

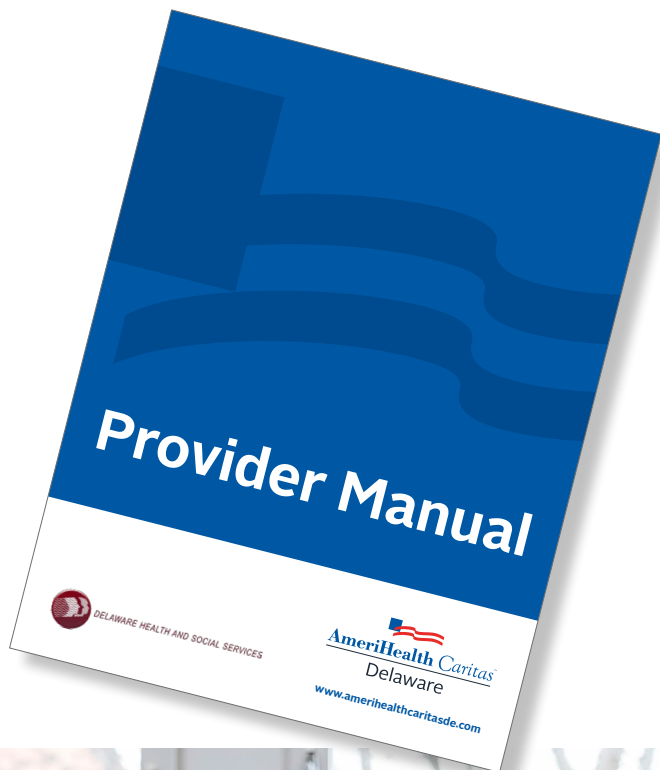
Reminder: Do not balance bill members	2	Include early and periodic screening, diagnostic, and treatment (EPSDT) referral codes in claims for improved quality of care.....	4
October is Breast Cancer Awareness Month: Encourage your patients to get their breast cancer screenings.	3	Can you spot the phish?.....	5
Crossing cultural barriers	3	Find a doctor, drug, or pharmacy	6
Open enrollment	4	Do you know your Account Executive?.....	6

Reminder: Do not balance bill members

AmeriHealth Caritas Delaware members should not be balance billed by any participating provider. As a reminder, please reference the below language from the AmeriHealth Caritas Delaware Provider Manual – Section IX: Claims Submission Protocols and Standards.

Balance billing members

Under the requirements of the Social Security Act, all payments from AmeriHealth Caritas Delaware to participating plan providers must be accepted as payment in full for services rendered. Members may not be balance billed for medically necessary covered services under any circumstances. All providers are encouraged to use the claims provider complaint processes to resolve any outstanding claims payment issues.





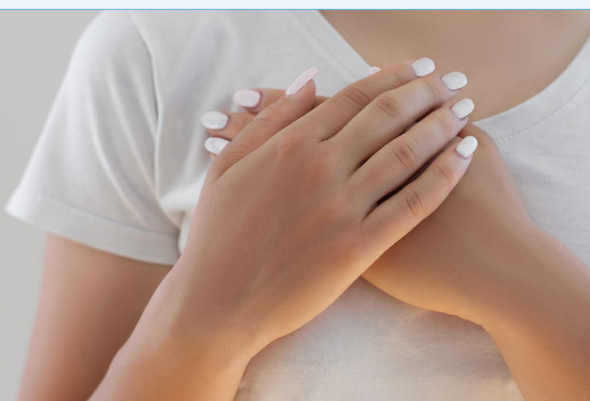
October is Breast Cancer Awareness Month: Encourage your patients to get their breast cancer screenings.

Breast cancer screening continues to be essential for early diagnosis and treatment. Although some early stages of breast cancer are identified through signs and symptoms, it can be asymptomatic. The Delaware Cancer Consortium recommends women have a clinical breast exam annually beginning at age 18 and women age 40 and older have a mammogram and clinical breast exam every year. Women with an increased risk for breast cancer should talk to their doctors to see if mammograms should be started before age 40.¹

AmeriHealth Caritas Delaware encourages primary care providers to discuss annual breast cancer screening with all eligible patients. This discussion can be included as part of the annual wellness visit and/or follow-up visits as a gap in care.

Members ages 50 – 74 are eligible for a \$25 incentive for mammography once per year (incentive distributed based on receipt of claim and subject to change).

¹. "Screening and Prevention of Breast Cancer," Delaware Cancer Consortium, <https://www.healthydelaware.org/Individuals/Cancer/Breast/Screening-Prevention#causes>, accessed September 9, 2025.



Crossing cultural barriers

The Delaware Breast Cancer Coalition (DBCC) is Delaware's most trusted breast cancer resource, supporting Delawareans in English, Spanish, and Haitian-Creole. AmeriHealth Caritas Delaware is collaborating with the DBCC to provide culturally appropriate breast health education to local communities, coordinate mammograms, and support women in their fight against breast cancer to keep families whole.

Open enrollment

Open enrollment runs from October 1 to 31. During this time, AmeriHealth Caritas Delaware members can review their health plan options and take advantage of important benefits, services, and resources. To learn more about your choices and how to enroll, visit www.amerihealthcaritasde.com/enroll.

Include early and periodic screening, diagnostic and treatment (EPSDT) referral codes in claims for improved quality of care

When billing for EPSDT services, utilize the appropriate CPT codes, along with the appropriate EPSDT modifier (EP, 25, or 52), as it pertains to the visit.

If the patient requires specialty care, PCPs should indicate the referral to specialist(s) via the EPSDT referral code on the claim. This allows AmeriHealth Caritas Delaware to follow up with the member to ensure a visit was attended.

EPSDT referral codes:

- YD: Dental Referral
- YM: Medical Referral
- YB: Behavioral Health Referral
- YV: Vision Referral
- YH: Hearing/Audiology Referral
- YO: Developmental Delay Referral

EPSDT referral codes are to be entered under section 10d on the claim form.



Can you spot the phish?

More than 3.4 billion phishing emails¹ are sent out each day worldwide. But one factor can make life much harder for scammers: You. As the first line of defense, it is important that you are able to recognize and report a suspected phishing email.

What is phishing?

Phishing scams are emails that look real, but they are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as your practice's confidential and proprietary information, at risk.

Beware of ransomware

In addition to stealing information, phishing scams can lead to ransomware attacks. Ransomware is a form of malware designed to encrypt files on a device, rendering them unusable until a ransom is paid.

It may be a phishing email if it:

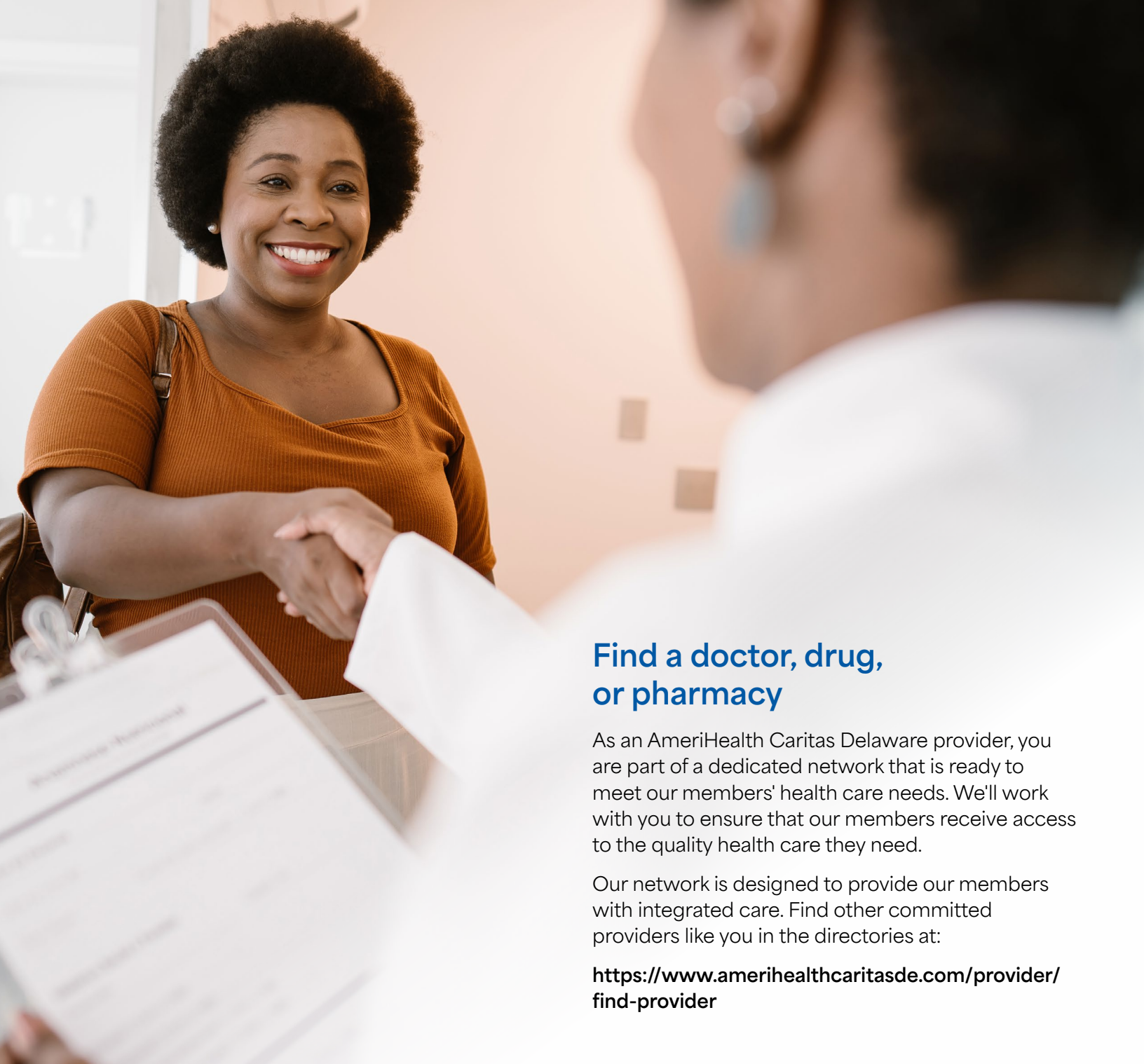
- Promises something of value (e.g., "Win a free gift card!")
- Asks for money or donations
- Comes from a sender or company you don't recognize
- Links to a site that is different than the company the sender claims to represent
- Asks you for personal information, such as your username and password/passphrase
- Includes misspelled words in the site's URL address or subject line
- Has a sense of urgency for you to act now

What you should do

If you receive a suspicious email:

- Do not click any links in the email.
- Do not provide your username and password. You should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as banks or retailers like Target or Amazon.
- Do not reply to the email or forward it to anyone else at your practice.
- Familiarize yourself with your practice's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- If you have questions, please contact your practice's security department

¹Gary Smith, "Top Phishing Statistics for 2025: Latest Figures and Trends," StationX, June 2, 2025, www.stationx.net/phishing-statistics, accessed July 8, 2025.



Find a doctor, drug, or pharmacy

As an AmeriHealth Caritas Delaware provider, you are part of a dedicated network that is ready to meet our members' health care needs. We'll work with you to ensure that our members receive access to the quality health care they need.

Our network is designed to provide our members with integrated care. Find other committed providers like you in the directories at:

<https://www.amerihealthcaritasde.com/provider/find-provider>

Do you know your Account Executive?

Are you aware of who your AmeriHealth Caritas Delaware Account Executive is?

<https://www.amerihealthcaritasde.com/assets/pdf/provider/account-executives.pdf>





AmeriHealth *Caritas*[®]

Delaware

www.amerihealthcaritasde.com



AmeriHealthCaritasDE



@AmeriHealthCaritasDE

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.