AmeriHealth Caritas Delaware

To: AmeriHealth Caritas Delaware Providers
Date: November 12th, 2026
Subject: **Reminder: Balance Billing and Missed Appointment Policies.**

AmeriHealth Caritas Delaware reminds participating providers that members may not be balanced billed for covered services or charged fees for missed, canceled or late appointments.

In accordance with federal Medicaid regulations and AmeriHealth Caritas Delaware requirements, providers are prohibited from billing members for missed appointments, including no show fees.

Providers are also prohibited from denying or delaying future service to members due to outstanding missed appointment charges.

Providers are encouraged to review the Provider Manual for additional information regarding balance billing, missed appointments and permitted exceptions.

Thank you for continued commitment to serving AmeriHealth Caritas Delaware members.

Questions:
If you have any questions, please contact Provider Services at 1-855-707-5818.

Sincerely,

AmeriHealth Caritas Delaware