AmeriHealth Caritas Delaware

CONNECTIONS

A Provider's Link to AmeriHealth Caritas Delaware

November 2026



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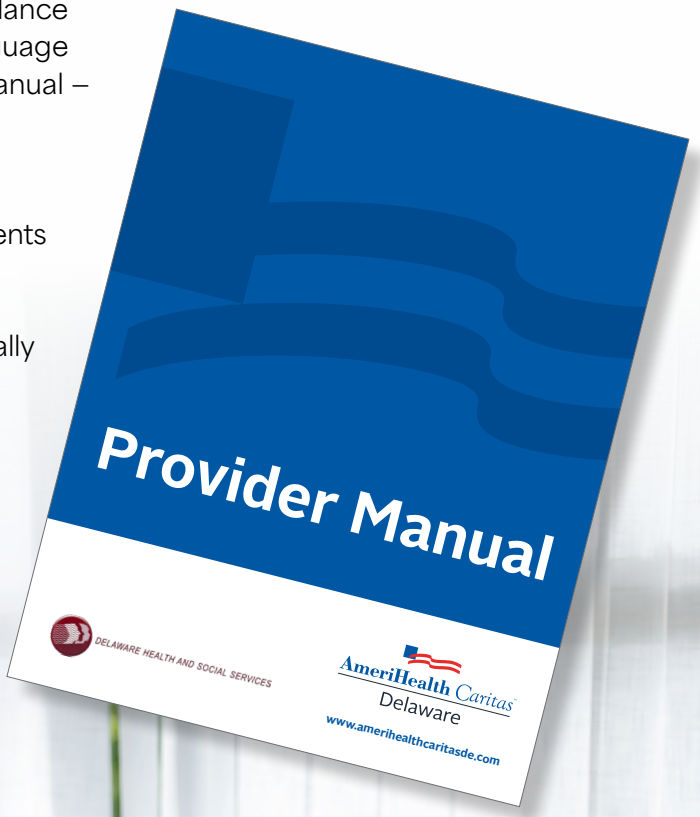
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Reminder: Do Not Balance Bill Members

AmeriHealth Caritas Delaware members should not be balance billed by any participating provider. Please refer to the language below 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 balanced 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.





AmeriHealth Caritas Delaware's 2026 Flu Awareness and Vaccine Initiatives

What you can do to help your patients:

Educate patients about flu vaccination at every interactive contact, including, but not limited to telephone, email, telehealth, or in person.

Vaccinate patients where medically appropriate and no contraindications are present.

For members who are not able to get to the office for vaccination, educate them on alternative vaccination sites such as pharmacies or community programs.

Follow up with patients who missed getting a flu vaccine due to illness.

AmeriHealth Caritas Delaware member outreach interventions:

- End of call scripting to be used by all member facing associates
- Member Services on-hold message
- One-way texting
- Member education during Member Advisory Council meeting
- Fall member newsletter article and social media posts

Online resources:

https://www.cdc.gov/flu/

https://dhss.delaware.gov/dph/homepage/about/sections/disease/flu/



Managing Chronic Conditions Throughout the Holiday Season

The holiday season can make it challenging for members with diabetes and hypertension to maintain healthy routines. Self-care may become secondary to shopping, planning, cooking, and family gatherings.

AmeriHealth Caritas Delaware encourages providers to remind patients to manage their diabetes (glucose management indicator [GMI] and HbA1c <8%) and blood pressure (<140/90) throughout the holiday season. The HEDIS GMI /HbA1c and the Controlling High Blood Pressure measures are based on the last documented result of the calendar year. Please monitor and follow up with patients with elevated results to increase the opportunity of a compliant reading by December 31, 2026.

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The Centers for Disease Control and Prevention (CDC) and the American Heart Association (AHA) recommend theseg tips to help reduce health risks. Please share these suggestions with patients before and during the holiday season.

Monitor your health. Take time to rest, relax, and check glucose and/or blood pressure as recommended. Use deep breathing or other relaxation methods to help reduce stress.

Don't skip meals. Skipping meals to save room for a large meal can cause glucose highs and lows. These changes may affect medications and lead to symptoms that go unnoticed until they become urgent.

Practice portion control. Choose smaller portions of meats, potatoes, stuffing, and gravy, and fill more of the plate with vegetables. Limit and snacks high in sodium and avoid adding table salt.

Limit sweets and alcohol. Enjoy desserts and alcoholic beverages in moderation. Consider the sugar and sodium content in desserts, alcohol, mixers, and other holiday drinks. Choose water when possible, to stay hydrated without added sugars.

Stay active. Take a short walk after eating or build light activity into holiday gatherings. Physical activity can help the body metabolize meals and support glucose control.

Enjoy the holidays. Focus on time with family and friends while making healthy choices. A balanced approach can help patients enjoy the season while supporting their health goals.



Small, healthy decisions throughout the holiday season can help patients better manage chronic conditions and reduce the risk of complications.

References:

Centers for Disease Control and Prevention. (n.d.). Healthy Eating and the holidays. Centers for Disease Control and Prevention. **https://www.cdc.gov/diabetes/healthy-eating/5-healthy-eating-tips-holidays.html**

Michael Merschel. (2022, December 2). AHA News: Keeping high blood pressure at bay for the holidays - drugs.com MedNews. **https://www.drugs.com/news/aha-news-keeping-blood-pressure-bay-holidays-109367.html**

Centers for Disease Control and Prevention. (n.d.-b). Living with diabetes. Centers for Disease Control and Prevention. **https://www.cdc.gov/diabetes/living-with/index.html**



Include Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Referral Codes to claims for improved quality of care

The EPSDT program is a federally funded program designed to ensure children and adolescents enrolled in Medicaid receive preventive health care services, early identification of medical or behavioral health concerns, and timely treatment and follow up care.

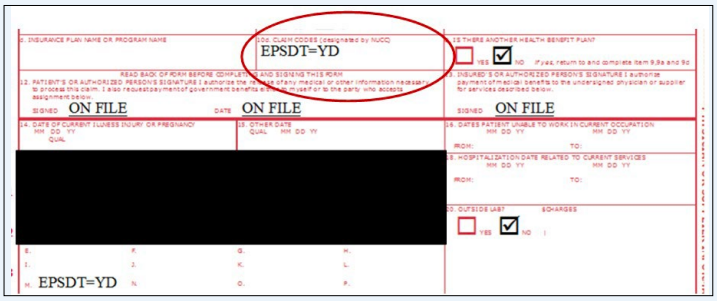
When billing for EPSDT services, utilize the appropriate CPT codes, along with the appropriate EPSDT modifier (EP, 25, or 52), as it pertains to the visit.

If the patient requires a referral for specialty care, providers should indicate the referral to specialists via the EPSDT referral code on the claim. This allows AmeriHealth Caritas Delaware to follow up with the member to help with scheduling and ensure the specialty visit was attended within 90 days as required by the state.

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.





Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results

As part of our health plan accreditation through the National Committee for Quality Assurance (NCQA), AmeriHealth Caritas Delaware is required to share the CAHPS survey on an annual basis. The CAHPS survey measures a range of interactions that patients have with the health care system, including care from their health plan and providers.

The CAHPS Summary Scores for 2025 and 2026 are listed below and indicate the proportion of members (patients) who rate the health plan and providers favorably on a measure. Improvement strategies for each category of the survey are provided which might be helpful to you and your office staff.

Getting Care Quickly

- Adult rate was 86.1%, which increased 5.9 percentage points compared to 2025.
- Child rate was 85.3%, which decreased 2.7 percentage points compared to 2025.

How Well Doctors Communicate

- Adult rate was 93.9%, which increased 0.5 percentage points compared to 2025.
- Child rate was 91.6%, which decreased 1.8 percentage points compared to 2025.

Getting Needed Care

- Adult rate was 82.4%, which decreased 3.0 percentage points compared to 2025.
- Child rate was 83.2%, which decreased 1.4 percentage points compared to 2025.

Coordination of Care

- Adult rate was 88.5%, which increased 3.7 percentage points compared to 2025.
- Child rate was 87.0%, which decreased 0.6 percentage points compared to 2025.

We thank you for the care that you have provided and continue to provide for our members. We hope these results highlight our shared successes, while also identifying opportunities with which to collaborate to further improve the care our members/patients receive.



Do You Know:

GSD Provider Quick Tips

Several Glycemic Status Index for Members with Diabetes (GSD) measure opportunities that can help improve documentation of member adherence and quality performance.

- A Self-Reported Glucose Management Index (GMI) is accepted for HEDIS.
- Diabetic members can earn an incentive for GMI or HbA1c <8.0% based on CPT II codes.
- Continuous Glucose Monitors (CGM) are free. AmeriHealth Caritas Delaware covers both the Dexcom G6 CGM System and the FreeStyle Libre 14-day system with no prior authorization. Just give the member a script or send it to the pharmacy.





Do You Know Your Account Executive?

Are you aware of who your AmeriHealth Caritas Delaware Account Executive is? Your Account Executive (AE) serves as a dedicated resource to support your practice and help you navigate plan processes, policies, and provider resources. Account Executives can assist with providing help, education, operational questions, issue resolution, training opportunities, and connecting your office with the appropriate departments to support quality care for our members. Building a relationship with your Account Executive can help ensure your practice stays informed and supported.

Visit our Account Executive page on our website to find out who is assigned to you.



Help Members Prepare for Medicaid Changes in 2027

Beginning January 1, 2027, new federal work and community engagement requirements will affect certain Medicaid members, including adults ages 19 through 64 enrolled through Medicaid expansion.

AmeriHealth Caritas Delaware encourages providers to help members stay informed and prepare for these upcoming changes. Members should ensure their contact information is current with the Delaware Department of Health and Social Services (DHSS), create a MY ASSIST account, and monitor communications from DHSS.

For more information and the latest updates, visit de.gov/MedicaidENGAGE



2026 Provider Satisfaction Survey: Your Feedback Matters

AmeriHealth Caritas Delaware values your feedback and encourages providers to participate in the annual Provider Satisfaction Survey.

From November 9 through December 9, 2026, providers will have the opportunity to complete the survey online through a link available on the Plan Central provider portal.

A select group of network providers will also receive a paper survey by mail. The online option providers an additional, convenient way to share your feedback.

Your input helps us identify opportunities to improve the provider experience and better support our network.

We appreciate your continued partnership and participation.

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