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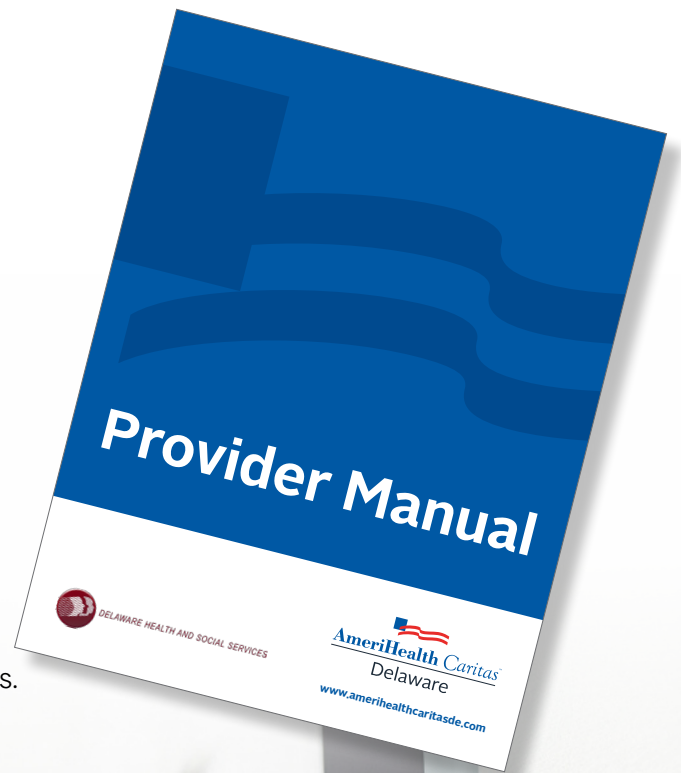
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Reminder: Do not balance bill members

AmeriHealth Caritas Delaware members should not be balance billed by any participating provider. As a reminder, reference 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 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.





Member Rights and Responsibilities

AmeriHealth Caritas Delaware is committed to treating our members with dignity and respect. AmeriHealth Caritas Delaware, its network providers, and other providers of service may not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. Our members also have specific rights and responsibilities. The complete list is available on our website at www.amerihealthcaritasde.com. Go to the provider homepage, select resources and you'll find the link to [Member Rights and Responsibilities under Member Care](#).



AmeriHealth Caritas Delaware Focuses on Reducing Readmissions

AmeriHealth Caritas Delaware wants primary care providers (PCPs) and other health care providers to work together to improve health outcomes for members after hospital discharge. Reducing readmission can lessen the physical, emotional, and mental health impacts frequent hospital readmissions may have on members and families. It improves member and family confidence in health care providers and health care systems and reduces concerns regarding quality of care that leads to frequent readmissions.

A reduction in readmissions supports the health care system as it reduces the strain on resources such as hospital beds, staffing, and medical supplies.²

What can you do to help?

- Utilize ADT alerts in NaviNet to identify members who had an inpatient hospital stay.
- Reach out to members to schedule their follow up appointment.
- Discuss discharge instructions, including medication changes, to ensure members understand their health condition.

- Address Social Determinants of Health, including transportation, housing, and food insecurities.

AmeriHealth Caritas Delaware has programs to assist in this transition.

- The Care Coordination program offers Transition of Care (TOC) assistance to all members being discharged in an effort to improve their health and decrease readmissions. You can refer members through the [Let Us Know](#) program or by calling **1-844-623-7090**.
 - Members can also self-refer by calling or completing the [member intervention request form](#) under the Let Us Know program.
- AmeriHealth Caritas Delaware provides information to members on multiple care resources and questions including hospital stays, discharge planning and after care on the member [Getting Care](#) Page.
- Members can call the 24/7 Nurse Call Line at **1-844-897-5021**.



Managing Diabetes Together

Diabetes care works best when providers, specialists, and support systems work together. Focusing on A1C control, healthy habits, and whole-person care can improve outcomes.

What Helps:

- Address social barriers (food, transportation, childcare)
- Use telehealth when needed
- Encourage CGMs for real-time tracking
- Coordinate care across providers
- Screen for depression

AmeriHealth Caritas Delaware offers programs and support to help manage diabetes, improve health outcomes, and address barriers to care. Providers are encouraged to connect eligible members with the following resources:

- Care coordination
- Weight Watchers (six-month membership)
- Diabetes Self-Management Program (DSMP)
- Home-delivered meals with nutritional support.

Members can learn more about available programs and services on our [website](#)

Reducing Disparities in the Management of Hypertension in African American Patients

Nationally, an estimated 55% of all African American adults have difficulty controlling their blood pressure. To reduce disparities within the population, AmeriHealth Caritas Delaware is offering the informational toolkit below to support our network providers in addressing those hypertension-related disparities.

Within the toolkit, you will receive information about:

- Supportive best practices, tools, and strategies to work to reduce high blood pressure for your African American patients.
- Barriers to care within the African American population.

- Information on best practices for working with community-based organizations to reach your patient population.
- Continuing education resources.
- CPT codes and other billing information.

In your role, you can build trust and educate yourself to support your African American patients through an equitable lens. **Together we can effect change.**

[Reducing Disparities in the Management of Hypertension in African American Patients](#)





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 these directories: <https://www.amerihelthcaritasde.com/member/find-provider>

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 can 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.





AmeriHealth Caritas[®]

Delaware

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