

November 29, 2016

Dear AmeriHealth Caritas DC Practitioner:

In our effort to reduce the administrative burden for our practitioners, we are pleased to announce that beginning January 1, 2017, ***an official plan-issued paper or electronic referral will no longer be required for members to access specialty care practitioners and services.***

Claims payment will no longer be tied to the presence of a referral; however, when submitting a claim for payment, the referring practitioner's information must be included in the appropriate boxes of the CMS 1500 form as required by CMS.

Note: There is no change to the prior authorization process or the services that require prior authorization.

Although specialty physician services will not require a referral form, AmeriHealth Caritas DC expects that primary care and specialty care physicians will continue to follow and engage in a coordination of care process, in accordance with applicable laws and standards of care, that includes communication and sharing of information regarding findings and proposed treatments.

Role of the primary care practitioner (PCP):

The PCP is still responsible to “refer” a member to a specialist; what is changing is the process by which that referral occurs.

How to refer a member to a participating AmeriHealth Caritas DC specialist:

The primary care physician may write a prescription, call, send a letter, or fax to request the specialist for the member. The referral to the specialist must be documented in the member's medical record. The referring practitioner should communicate all appropriate clinical information directly to the specialist without involving the member. Provide the following information:

- Member Name and ID number
- Reason for referral
- Duration of care to be provided
- All relevant medical information
- Referring practitioner's name and AmeriHealth Caritas DC ID number

Role of the specialist:

- Contact the PCP if the member presents at the office and there has been no communication or indication of the reason for the visit from the PCP.
- Provide the services indicated by the PCP.
- Communicate, in accordance with applicable laws and standards of care, findings, test results

and treatment plan to the member's PCP. The PCP and specialist should jointly determine how care should proceed, including when the member should return to the PCP's care.

- While you should notify the PCP if the member needs to be referred to another specialist for consultation/treatment, you are responsible for making that referral.

We hope this change is a positive one for your practice and you find it easier to provide quality health care services to our members. Please contact your Provider Account Executive or the Provider Services Department at 202-408-2237 or 888-656-2383 with any questions or concerns.

We will continue to provide you with information as we draw closer to this change. As always, thank you for your participation in the AmeriHealth Caritas DC network, and for your continued commitment to our members.

Sincerely,

A handwritten signature in black ink, appearing to read "Carl Chapman, Sr.", written in a cursive style.

Carl L. Chapman, Sr.
Director, Provider Network Management