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## Message from the **Market President**

Welcome to the fall edition of our provider newsletter — “Connections!” In this edition, we are excited to share with you many great articles to help you provide the best care to your patients — our members.

As the year begins to wind down, I would like to thank all of our providers for their hard work and dedication to ensuring our members have access to quality health care services on their terms. Earlier this year, we centered our efforts on making certain all members were knowledgeable about the services we offered, such as care management, transportation services, and urgent care options. Many of you notified us through our Let Us Know program of members who needed additional care from a Care Coach.

By working with you, our provider network, we were able to make a huge difference in health outcomes for many of our members — your patients. With that said, we still need your help to ensure that as the year comes to a close all members complete their annual physicals and other needed services. In the coming weeks, information regarding our end-of-the-year Healthcare Effectiveness Data and Information Set (HEDIS®) Improvement Program will be announced. This is an opportunity for our providers to receive supplemental payment for each eligible service provided through the end of 2016.

We encourage you to share this issue with your staff and colleagues. For more information and other resources, please visit our website.

Thank you for your continued service and dedication to our members.

Karen Dale

A handwritten signature in black ink that reads "Karen M. Dale". The signature is fluid and cursive.

Market President

AmeriHealth Caritas District of Columbia



## 5 skills that strengthen providers' bonds with patients — Different patients require different listening skills

It can be difficult to form a positive provider-patient relationship, but, as Timothy Poulton, a family medicine provider at Mission Medical Associates, writes for Hospitals & Health Networks®, providers can forge more meaningful bonds by working on a few key skills.

Having a positive provider-patient relationship is vital, Poulton writes, but “collectively and individually, physicians are losing some of their capacity to form connections that are not only essential for an excellent patient experience but also for quality of care and safety.” Workplace demands and “the lack of effective skills to address them strain physicians’ ability to consistently deliver care in an efficient, caring, high-quality fashion,” he says.

## 5 skills that strengthen providers' bonds with patients (continued)

Poulton recommends five key skills providers should work on to become better at engaging with patients and forming relationships with other care team members.

### **Presence and mindfulness**

According to the Institute for Healthcare Excellence, about half of preventable errors — from wrong-site procedures to a patient withholding information from a provider — are due to communication breakdowns.

Poulton writes that, as patients witness breakdown after breakdown in communication among their providers, they slowly lose trust in the health care system at large. “Taking a deep breath and time for calm before knocking on the exam room door can take physicians to a place of presence,” Poulton says.

### **Reflective listening**

To help prevent communication errors, providers need to be present in the moment and engage in “reflective listening,” Poulton says.

There’s a right way and a wrong way to listen to the patient, Poulton argues. To practice reflective listening, providers need to listen to the person without interrupting. Interruptions aren’t just verbal; they can include checking the person’s chart or typing something into the computer.

“After you’ve listened, reflect what you heard back to the person,” Poulton writes.

### **Information gathering and agenda setting**

According to Poulton, information gathering and agenda setting “are inextricably combined.” Sometimes, Poulton writes, providers can begin to address a patient’s first concern without stopping to listen to the rest. Instead of beginning to address the first problem, he says providers should ask patients “What else?” to ensure they hear every concern. From there, providers can work with patients to determine what to prioritize.

### **Recognizing and responding to emotion**

Patients can get overwhelmed when receiving care, but providers often don’t know how to handle their patients’ emotions. The reality, Poulton says, is that different patients prefer different responses from their providers. Some respond well to respect, such as providers telling them, “That was tough. You handled it well.” Others feel validated when a provider legitimizes their emotions, such as saying, “Anyone would be (confused, sad, irritated) by this situation.”

### **Gratitude and appreciation**

Finally, Poulton writes, it’s important to acknowledge others on the care team. Showing appreciation and gratitude for their work strengthens bonds, Poulton writes, “and solidifies long-lasting, productive relationships.”

“It is easy to lose [these skills] in the midst of hectic days and increasing demands,” Poulton concludes, but “with consistent practice and use in clinical, professional, and personal lives, these skills are a path to stronger physician-patient relationships and a shift in organizational culture” (Poulton, *Hospitals & Health Networks*, August 18).

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## Ahead of the pack: An overview of PerformSpecialty®

Your patient starts to feel sick and begrudgingly makes an appointment to visit you. You write a prescription and the patient is off to a local pharmacy. The patient fills the prescription, takes the pills, and is better in a few days. We are all familiar with this series of events, but what if your patient's condition isn't so simple? What if he or she has a more serious illness that requires complex medication, counseling, and guidance? Would he or she even fill the prescription at all?

In 2014, PerformSpecialty®, a full-service specialty pharmacy owned by PerformRx<sup>SM</sup>, AmeriHealth Caritas DC's pharmacy benefit opened its doors. Its goal was to support and assist patients in situations like this. At its core, PerformSpecialty is a specialty pharmacy designed to serve patients with conditions such as hemophilia, hepatitis C, human growth hormone deficiency, multiple sclerosis, rheumatoid arthritis, and many other chronic conditions. Unlike a corner drugstore, PerformSpecialty provides its patients with specialized drugs. These include complex oral therapies that require counseling, infusions, and other drugs that must be administered by a nurse or doctor. In addition, PerformSpecialty provides an extra level of care to its patients and their prescribers, assisting them with their conditions and keeping them on track.

“Extra level of care” can be a bit of an understatement. Each day, PerformSpecialty employees assist providers with medical and pharmacy benefit verification and prescription clarifications; visit with nurses; educate patients on their diseases; help patients manage side effects; and provide access to support resources and financial assistance. That's not all: continuous quality checks and reporting are performed each step of the way to make sure the schedule of care is met, the patient's quality of life is maintained, and the patient is taking their drugs as needed.

“The patient is never alone in their journey toward recovery,” states Dino Martino, R.Ph., Executive Director of PerformSpecialty. “Every time they interact with a medical professional, we are right there with them. It's important to forge relationships and build a team, because at the end of the day, that's what improves the patients' quality of life.”

This may sound like a lot of work, but it's worth it. Like any good specialty pharmacy, PerformSpecialty has reduced the overall costs of health care, saving more than \$3 million in 2015 across its patients, prescribers, and health plans. Part of the reason for that number is PerformSpecialty's integration. PerformSpecialty has developed expertise in providing access to pharmacy services for those most in need. This direct integration allows PerformSpecialty to use extra support and resources not available to most specialty pharmacies. This translates into better member care and money saved on the bottom line.





Still, some are skeptical. “Why use PerformSpecialty?” is a question Dino encounters frequently from providers. For the answer, Dino defers to their first-ever patient, who is open about her experience. “My quality of life has improved... since working with PerformSpecialty, everything has gotten easier.” She asserts, “I look forward to their call each month!”

Getting started at PerformSpecialty is simple. “With a quick phone call, fax, or e-script, a doctor can get the medication request to us and we’ll take care of it from there.” Dino says. That’s how easy PerformSpecialty strives to make it. After Dino’s team receives a prescription from a provider, they immediately reach out to the patient and introduce the pharmacy, collecting any payment due and verifying shipping information. If a patient needs copayment assistance, the PerformSpecialty team sets the patient up with an available financial assistance program. If the patient is low on refills, PerformSpecialty contacts the provider in advance to avoid any interruption in therapy. Even more important, if the medication requires prior authorization, PerformSpecialty facilitates that with the patient’s prescriber, without the patient having to do any work.

“Our goal was to create a specialty pharmacy operation that can easily integrate its services with provider offices and payers’ case management or care coordination programs to enhance quality while simplifying administrative burdens of doctors’ offices. I am happy that we have done that,” says Mesfin Tegenu, President of PerformRx.

### **Contact PerformSpecialty**

PerformSpecialty is here for you whenever you need us. Feel free to get in touch with us at any time.

Phone: **1-855-287-7888**

Website: **[www.performspecialty.com](http://www.performspecialty.com)**

Email: **[info@performspecialty.com](mailto:info@performspecialty.com)**

To send an e-script: Search “PerformSpecialty” or NPI number “1437562642” in your e-prescribing database to begin a new prescription request.

### **About PerformSpecialty**

PerformSpecialty is a full-service specialty pharmacy owned by PerformRx, one of the leading U.S. pharmacy benefit managers. Dedicated to providing complete pharmaceutical care throughout the patient journey, PerformSpecialty’s approach provides high-touch care and programs to help patients achieve the best outcomes.



## Share your story with us!

Did you have an inspiring encounter with one of our members? Maybe you were able to work with our Care Management staff to get a member the care they needed. Whatever your story, we want to hear it! Share your story with us by emailing us at [iamhealthy@amerihealthcaritasdc.com](mailto:iamhealthy@amerihealthcaritasdc.com).

## Nominate your patients — our members — to join our Member Wellness Advisory Committee (MWAC)

Learning what works for our members and what we can do better to bring them easy-to-access health care services is imperative to us. Because of this, we started the Member Wellness Advisory Committee (MWAC) to provide an avenue for members to give us honest feedback. If you have a patient who you believe would be an asset to this committee, please nominate them by emailing us at [iamhealthy@amerihealthcaritasdc.com](mailto:iamhealthy@amerihealthcaritasdc.com), and a community outreach specialist will reach out to them.

# “I am healthy<sup>SM</sup>” rewards program

## How does it work?

This program targets outreach to members who are due for the following services or screenings:

- Adolescent well-care visit (for ages 12 – 21)
- Postpartum visit (within 21 – 56 days after delivery)
- HbA1C and nephropathy tests
- Retinal eye exam
- Coming soon: Prenatal visit within first trimester

Members will receive an outreach letter from the health plan asking them to make an appointment with you for the needed services.

Members who schedule an appointment and receive the needed services will have the option to receive a \$25 gift card from one of the following retailers:

- Wal-Mart
- Chipotle
- H&M
- Downtown Locker Room (DTLR)

## What do I need to do?

Once a member presents for their appointment and receives the needed services, the member qualifies for the reward gift card. You will need to complete the provider fax form (found on our website at [www.amerihhealthcaritasdc.com](http://www.amerihhealthcaritasdc.com) > **Provider > Forms**) or member form. Once you complete the form, you will need to either:

- E-scribe the form via electronic medical records to:  
Stellar Rx, 302 Industrial Drive, Avondale, PA 19311 (phone: **1-800-910-2959**)
- Complete and fax the form to the Stellar Rx Pharmacy Care Rewards Program at **1-888-700-7150**.

Please remember, you must submit a claim to the health plan to be reimbursed for services rendered.

## How quickly will members receive their reward gift cards?

Members who earn the reward will receive their gift cards in one to two weeks following your submission of the form.





## Now online

### Clinical policies and guidelines

AmeriHealth Caritas District of Columbia (DC) utilizes InterQual Criteria to guide medical necessity determinations. Requests that are not addressed by, or do not meet, the medical necessity guidelines are referred to the Medical Director for a decision. During review, the Medical Director also utilizes clinical policies, which are intended to provide the most comprehensive health solutions for our AmeriHealth Caritas DC members.

A comprehensive list of clinical policies is available at [www.amerihhealthcaritasdc.com](http://www.amerihhealthcaritasdc.com) > **Providers** > **Resources** > **Clinical policies**.

In addition, the Quality Management department adopts and implements preventive and clinical practice guidelines to help improve patient outcomes, deliver cost-effective care, and promote consistency and delivery of evidence-based care. Guidelines are based on recommendations from professional organizations, peer-reviewed literature, and input on local practice patterns from participating providers.

A comprehensive list of clinical practice guidelines is available at [www.amerihhealthcaritasdc.com](http://www.amerihhealthcaritasdc.com) > **Providers** > **Resources** > **Clinical practice guidelines**.

## Provider orientation

Providers now have the option to complete orientation training using on-demand modules found on our website. This training is composed of four modules:

- Introduction to AmeriHealth Caritas DC
- Key departments and provider information
- Claims and payment process
- Culturally and Linguistically Appropriate Services (CLAS)

To access our on-demand training, please visit our website at [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com) > **Providers > Education and training.**

## 2015 quality improvement measures

AmeriHealth Caritas DC has a quality improvement (QI) program to ensure we provide care that is:

- High quality
- Safe
- Appropriate
- Efficient
- Effective

We review our program each year. This helps us identify areas of improvement and set new goals for continued improvement. To keep providers abreast of our progress, we publish our quality data on our website. To view this data, visit our website at [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com) > **Providers > Resources > Quality improvement > View quality data (PDF).**

## Member welcome kit

AmeriHealth Caritas has gone green! Instead of mailing members their welcome kits when they join the plan, we now give them access to these documents online by visiting [www.amerhealthcaritasdc.com/welcome](http://www.amerhealthcaritasdc.com/welcome).

On this page, members and providers can find all the welcome kit components, including:

- Member handbook
- Provider directory
- Health risk assessment

Members can still request a welcome kit mailed to their home by calling Member Services at **202-842-2810** or **1-866-842-2810**.

## Health library

Members now have access to a wealth of information directly on our website regarding their health questions. We launched a new resource called the Health Library, which offers members a way to:

- Learn more about their health conditions and medicines
- Find out their risk of developing certain health conditions
- Learn new ways to stay healthy

Members can access the health library by visiting our website at [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com) and clicking Health Library on the home page.

# Important reminders

## Flu season

Flu season is coming. In many cases, you are your members' first line of defense against flu. Please remember to talk to your patients about the flu and encourage them to protect themselves and their families. Explain how the virus spreads and the importance of getting a flu vaccine. Remind patients to visit you first if they begin to experience flu-like symptoms.

## Care coaches at the Member Wellness Center

Care Management is a program that gives members personal Care Coaches (formally called Care Managers) to help them manage their health. Now it's even easier for members to get personalized care from a Care Coach. Care Coaches are available for walk-in or scheduled appointments on Monday through Friday at the Member Wellness Center located at 2027 Martin Luther King Jr. Avenue SE, Washington, DC 20020. If any of your patients could benefit from the AmeriHealth Caritas DC Care Management program, you may refer them by using the Let Us Know Form on our website at

[www.amerihhealthcaritasdc.com/provider/resources/let-us-know.aspx](http://www.amerihhealthcaritasdc.com/provider/resources/let-us-know.aspx).

## Let Us Know program

AmeriHealth Caritas DC wants to partner with you, our provider community, in the management of our members with chronic illnesses or behavioral health needs. Please call our Rapid Response and Outreach Team at **1-877-759-6224** from 8 a.m. to 5:30 p.m., Monday through Friday, to let us know about members' needs.

## Telepsych services

Telepsych behavioral health care services are available to AmeriHealth Caritas DC Medicaid members. As part of a partnership with Breakthrough, AmeriHealth Caritas DC Medicaid members have timely, private, and remote access to behavioral health providers via web-based video counseling technology. Members may visit

[www.breakthrough.com/amerihhealthcaritasdc](http://www.breakthrough.com/amerihhealthcaritasdc) or call **202-408-4720**

or toll free at **1-800-408-7511** to learn more about this service.

## HIV/AIDS medications

Effective April 30, 2016, all District of Columbia Medicaid members, including those who are enrolled in any of the District's managed care plans, may obtain their HIV antiretroviral medications from any District of Columbia Medicaid fee-for-service (FFS) pharmacy provider. This change will greatly expand access to HIV antiretroviral medications for our members.

## OB authorization reminder

As an AmeriHealth Caritas DC provider, you are required to submit a complete and accurate OB Authorization and Initial Assessment Form to the health plan within two business days of an initial office visit with a pregnant member. Submission of the form is required for the global authorization of obstetrical services. The information provided on the form also enables your practice and the health plan to identify medical and psychosocial risks so necessary interventions may occur as early as possible. The form is available on our website at [www.amerihhealthcaritasdc.com](http://www.amerihhealthcaritasdc.com) > **Providers > Forms**.

## **Transportation is available for Medicaid members**

Medical Transportation Management Inc. provides non-emergency medical transportation (NEMT) services to eligible AmeriHealth Caritas DC Medicaid members when scheduled three days prior to an appointment. For 24/7 transportation scheduling, members and providers may call **1-800-315-3485**.

## **Balance billing is prohibited**

As a reminder, under the requirements of both District and federal Medicaid law, all payments from AmeriHealth Caritas DC to participating providers must be accepted as payment in full for services rendered. This means participating AmeriHealth Caritas DC providers are prohibited from directly billing members for medically necessary covered services under any circumstances.

## **Language access services**

AmeriHealth Caritas DC provides free language services for our members who do not speak and/or understand English. These services include:

- On-site interpreter services at our office
- Spanish- and Amharic-speaking representatives in our Member Services department
- A language line for interpretation over the phone in more than 120 languages
- Translation of all written documents upon request

Language access is a member right, and providers are responsible for ensuring an interpreter is present or on the phone. If you encounter a member who needs language assistance or wants to file a complaint about language access services, contact Member Services. For Medicaid members, call **202-408-4720** or **1-800-408-7511**. For Alliance members, call **202-842-2810** or **1-866-842-2810**.

## **Utilization management (UM) criteria**

Physicians and nurses at AmeriHealth Caritas DC use clinical criteria to make coverage decisions based on medical necessity. The criteria utilized for utilization management (UM) determinations are available upon request to all AmeriHealth Caritas DC providers. To request this information, call the Medical Management department at **202-408-4823**; press '1' for Medicaid or '2' for Alliance, then press '2' for Authorization, then press '6' to speak with a member of Utilization Management staff.

## **Sign up for electronic funds transfer (EFT)**

Providers can sign up for electronic funds transfer by visiting [www.amerihhealthcaritasdc.com](http://www.amerihhealthcaritasdc.com) > **Providers** > **Forms** > **EFT enrollment form**.

## Pharmacy corner

As of September 2016, the following changes have been made to our formulary.

Removals	
Spiriva® Handihaler	Tudorza® Pressair®
Byetta® (exenatide)	EpiPen® generic products (only Mylan specialty pharmacy brand will be covered)
Prevacid® Solutab	Symbicort® (for members 12 years old and over only)
Anzemet®	Jentaducto® (linagliptin/metformin HCl)
Omeprazole magnesium	Kombiglyze® XR (saxagliptin HCl/metformin HCl)
Nicotrol® Nasal Spray	Onglyza® (saxagliptin HCl)
Nicotrol Inhaler	Tradjenta® (linagliptin)
Renagel® 400mg and 800mg tablets	Namenda XR® (memantine HCl)

Additions	
Generic Prevacid (step therapy required — prior therapy with Prilosec® or Protonix®)	Certain insect repellent sprays (DEET, picaridin, and permethrin)
Nexium® 24HR (step therapy required — prior therapy with Prilosec or Protonix)	Narcan® Nasal Spray
Prilosec suspension (for members 8 years old under only)	Breo® Ellipta®
Trulicity® (step therapy required — prior therapy a metformin-containing product)	Incruse® Ellipta®
Granisetron (step therapy required — prior with Zofran®)	Anoro® Ellipta®
Humalog® (step therapy no longer required)	Pradaxa® 110 mg capsules
Capsaicin 0.1 percent products	

### Buprenorphine product note

The District of Columbia requires that a member with a prior authorization request pending review for initial treatment (i.e., first fill) with a buprenorphine product be given a seven-day temporary supply.

## New mail-service pharmacy benefit

Members can receive their medications via mail service with convenient delivery of a three-month supply of maintenance, or long-term, medications for chronic conditions through Walgreens Mail Service Pharmacy. Providers and members can call Walgreens Customer Care Center at 1-800-345-1985, 24 hours a day, 7 days a week, or visit the Walgreens website at [www.walgreens.com/mailservice](http://www.walgreens.com/mailservice) for more information.

## Now covered: Insect repellent as over-the-counter medication

As of August 15, 2016, AmeriHealth Caritas DC has added insect repellent to the drug formulary. Members who have prescriptions from their providers for the following insect repellents or other over-the-counter covered items can fill their prescriptions at any in-network pharmacy.

Additions						
Active ingredients	Concentration	Product name	Package size	UPC	NDC	Quantity limit
DEET	7%	Cutter Skinsations Insect Repellent	6 oz/177 ml	016511540106	16500-0540-10	177 ml/6 days
	15%	OFF! FamilyCare Insect Repellent I Smooth & Dry	2.5 oz/71 gm	046500710377	046500-0710-37	71 gm/2 days
	15%	OFF! Active Insect Repellent I	6 oz/170 gm	046500018107	046500-0018-10	170 gm/6 days
	25%	OFF! Deep Woods Insect Repellent V	6 oz/170 gm	046500018428	046500-0018-42	170 gm/6 days
	25%	OFF! Deep Woods Insect Repellent VIII Dry	4 oz/113 gm	046500717642	046500-0717-64	113 gm/4 days
	25%	Cutter Backwoods Insect Repellent	6 oz/170 gm	071121962805	71121-0962-80	170 gm/6 days
	25%	Repel Sportsmen 25% Spray	6.5 oz/184 gm	011423941375	11423-0941-37	184 gm/6 days
	40%	Repel Sportsmen Max 40% Spray	6.5 oz/184 gm	011423003387	11423-0003-38	184 gm/6 days
Picaridin	20%	Natrapel 20% Continuous Spray	6 oz/177 ml	044224068712	44224-0068-78	177 gm/6 days
		Sawyer Premium Insect Repellent	4 oz/118 gm	050716005448	50716-0005-44	118 gm/4 days
Permethrin	0.5%	Amerisource Lice Bedding Spray	5 oz/142 gm	024385063325	24385-0633-25	142 gm/5 days
		CVS Lice Bedding Spray	5 oz/142 gm	050428574954	50428-5749-54	142 gm/5 days
		Good Neighbor Lice Bedding Spray	5 oz/142 gm	087701009422	87701-0094-22	142 gm/5 days
		Leader Bedding 0.5% Spray	5 oz/142 gm	037205016628	37205-0166-28	142 gm/5 days
		Perrigo Lice Bedding Spray	5 oz/142 gm	070030014861	70030-0148-61	142 gm/5 days
		RID Home Lice Control Spray	5 oz/141.8 gm	074300000421	74300-0004-21	141.8 gm/5 days
		Sunmark Lice Bedding Spray	5 oz/142 gm	011822988550	11822-9885-50	142 gm/5 days
		Sunmark Lice Bedding Spray	5 oz/142 gm	049348023787	10939-0557-33	142 gm/5 days
Walgreens Stop Lice In-Home Spray	5 oz/142 gm	011917016475	11917-0164-75	142 gm/5 days		



## Did you know?

### “I am healthy” text message program

AmeriHealth Caritas DC now offers members an easy way to keep track of their health and benefits — via text! Members who sign up for the text message program by texting “iamhealthy” to 85886 will receive a free T-shirt upon enrolling.

### Minors’ rights

Adolescents continue to be the least frequent users of health care services of any age group. In an effort to address this issue, AmeriHealth Caritas DC has developed the Minor Rights Addendum to ensure that our providers have additional tools to provide quality, age-appropriate preventive care to adolescents. To view the Minor Rights Addendum, visit our website at [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com) > **Provider** > **Manuals and Guides** > **Minor rights addendum**.

We are here to help. If you need help outreaching to your adolescent patients, our Care Management team is available to assist you. Let us know by calling the Rapid Response and Outreach Team at **1-877-759-6224**.

### Fraud Hotline

AmeriHealth Caritas DC’s Fraud, Waste, and Abuse Program is dedicated to preventing any form of suspicious activity related to potential health care fraud, waste, and abuse. The program includes investigation of any reasonable belief that fraud, waste, and/or abuse may be, is being, or has been committed. If you become concerned about or identify potential fraud, waste, or abuse, we encourage you to contact us by:

- Calling us on our toll-free Fraud, Waste, and Abuse Hotline at **1-866-833-9718**
- Emailing us at [fraudtip@amerihealthcaritasdc.com](mailto:fraudtip@amerihealthcaritasdc.com)
- Writing to us at: Special Investigations Unit, AmeriHealth Caritas, 200 Stevens Drive, Philadelphia, PA 19113

## Sign up for Network News

Remember to sign up for our free subscription email service, Network News! This service is used to share health plan and industry information on topics of importance to you, including billing updates, District and federal regulations, emerging technologies, and more!

Signing up is easy; simply complete the online form at [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com) > **Providers** > **Sign up for email alerts**.

Subscribe today to start receiving electronic updates from AmeriHealth Caritas DC!



**AmeriHealth Caritas**<sup>™</sup>  


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**District of Columbia**

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 **GOVERNMENT OF THE  
DISTRICT OF COLUMBIA**  
**MURIEL BOWSER, MAYOR**

