

AmeriHealth Caritas District of Columbia

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To: AmeriHealth Caritas DC Providers

From: Carl Chapman, Sr.
Director, Provider Network Management

Date: June 23, 2020

Subject: Process for Verification of Provider Demographic Information – AFC Management Services

Background:

Ensuring that we maintain accurate and up to date provider demographic information is very important to AmeriHealth Caritas DC (AmeriHealth). The information we maintain on your practice is used to create our provider directories (paper and website versions). AmeriHealth Enrollees rely on the accuracy of our directories when choosing a provider.

We recognize the challenges some providers have in notifying us of any changes to their practice. This unfortunately contributes to inaccurate demographic information in our database.

Implications (Centers for Medicare and Medicaid Provider Directory Review Industry Report Final 01-13-17):

Incorrect information in provider directories at a minimum will increase the Enrollee's frustration with the Managed Care Organization (MCO) and where inaccuracies are frequent, may significantly prevent sufficient access to care. Because MCO Enrollees rely on provider directories to locate an in-network provider, the accuracy of this information is critical. Directories that include locations where a provider does not practice or state that providers are accepting new patients when they are not call into question the adequacy and validity of the MCO's network as a whole. These inaccuracies can create barriers for Enrollees to receive services critical for their health and wellbeing.

Process:

AmeriHealth has engaged the services of AFC Management Services to assist us with maintaining the accuracy of our provider directory. AFC Management Services will be calling the offices of participating providers to share with you the demographic information we have on file. If updates are necessary, AFC Management Services will confirm those changes, obtain sign-off from the practice and forward that information to AmeriHealth. AmeriHealth will make the necessary changes in our database.

I ask that you cooperate with the AFC Management Services when they contact your office. Please feel free to contact Paulette Reed (AmeriHealth Provider Account Executive) with any questions and/or comments. Paulette can be reached at preed@amerihealthcaritasdc.com or 202-713-7291.

Thanks for all you do to service our Enrollees!