AmeriHealth Caritas District of Columbia is eager to partner with the provider community in the management of our members with either chronic conditions or behavioral health needs. We are here to help you engage members in their health care, and to that end we are introducing the “Let Us Know” program. We have many support teams and tools available to assist in the identification, outreach and education of our members, as well as clinical resources for providers in their care management.
Introducing the Let Us Know Program

Contact our Rapid Response and Outreach Team — They are here to support you!

- Call 1-877-759-6224 Monday through Friday from 8:00 a.m. until 5:30 p.m.

- The Rapid Response and Outreach Team (RROT) addresses the urgent needs of our members and supports AmeriHealth Caritas District of Columbia providers and their staff. The RROT consists of registered nurses, social workers and care connectors trained to assist members in investigating and overcoming the barriers to achieving their health care goals.

Use the Member Intervention Request Form

- View a sample request form by visiting www.amerihealthcaritasdc.com/provider

- Fax this form to request RROT outreach to the member

- Fax to 1-888-607-6405

Use the NaviNet Care Gap Worksheet

- Your office gets pop-up alerts when checking member eligibility that indicates members who are at risk due to missing or overdue preventive services, or underutilization or absence of disease-specific controller medications

- Use the Care Gap Worksheet to request RROT outreach to the member

Refer a patient to the Care Management program

- Care Management is a voluntary program focused on prevention, education, lifestyle choices and adherence to a treatment plan, and is designed to support your plan of care for patients with behavioral health needs or chronic conditions, such as asthma, diabetes or coronary artery disease

- Members receive educational materials and, if identified as high-risk, are assigned to a care manager for one-on-one education and follow-up. We also support members who have low risk.

- For more information or to refer a patient to the Care Management program, call 1-877-759-6224