AmeriHealth Caritas District of Columbia

CONNECTIONS

A Provider's Link to AmeriHealth Caritas District of Columbia

Summer 2025

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The content presented within this newsletter is for informational purposes only and is not intended as medical advice or to direct treatment. Physicians and other health care providers are solely responsible for the treatment decisions for their patients and should not use the information presented and accompanying materials to substitute independent clinical judgment.

www.amerihealthcaritasdc.com

A message from the Market President

Sixty years ago, Medicaid was signed into law. Since this pivotal moment, Medicaid has protected the health and well-being of millions of American families, saved lives, and strengthened the economic security of our nation.

According to the District of Columbia's (DC) Department of Health Care Finance January 2025 Enrollment Report, 304,135 residents are enrolled in Medicaid, Alliance, or the Immigrant Children's Program. This is nearly half of the city's population.

Medicaid is critical to advancing health equity and helping DC residents stay covered for all of their health care needs. In turn, this supports a thriving economy. When people are healthy, they can work, innovate, contribute to their communities, and thrive.

Local businesses and health care providers further amplify Medicaid's impact by addressing the unique needs of communities. Together, we can create tailored solutions that improve health outcomes, close care gaps, and empower communities to succeed.

At AmeriHealth Caritas DC, the bedrock of DC Medicaid, we are honored to be celebrating 12 years of serving the District. Investing in Medicaid programs and partnerships, like those cultivated by AmeriHealth Caritas DC, is an economic and social imperative. We look forward to expanding our reach and working with you to help create more opportunities for our city's most vulnerable populations to experience health and wellness.

Sincerely,

Karen M. Dale

Karen Dale
Market President, AmeriHealth Caritas District of Columbia

General updates

Hiring notice

At AmeriHealth Caritas DC, care is in the heart of our work. When someone joins our team, it becomes the heart of their work, too. Do you know someone who shares our values of care, compassion, and diversity, and who is looking for a new position where they can make a deep and meaningful impact for DC residents? Encourage them to check out our current job openings!

We are hiring for several registered nurse (RN) care manager positions, who are responsible for:

- Providing support and one-on-one health coaching
- Helping enrollees understand their health condition(s)
- Helping enrollees understand their medicine(s)
- Connecting enrollees with the health care services and information they need
- Listening to enrollees' health concerns
- Helping enrollees understand and address any barriers in care
- Providing guidance on how to navigate the health care system

Available positions can be found on our website or on the AmeriHealth Caritas LinkedIn page. Thank you for helping us spread the word.

General updates (continued)

Cedar Hill Regional Medical Center GW Health

In mid-April this year, United Medical Center Hospital permanently closed all services. This included the closure of outpatient, emergency, inpatient, medical, surgical, behavioral health, ancillary, and support services. On the same day, Cedar Hill Regional Medical Center GW Health opened on the St. Elizabeth's campus in Ward 8 (1200 Pecan Street SE, Washington, DC 20032).

Cedar Hill Regional Medical Center GW Health is a new, privately operated, full-service hospital that is a part of the AmeriHealth Caritas DC provider network. To learn more about Cedar Hill Regional Medical Center GW Health, visit www.cedarhillregional.com.

Please be assured that our network remains strong and fully equipped to meet the health care needs of our community. In addition to Cedar Hill, we have other hospitals in the network that continue to provide comprehensive medical services, including:

- Howard University Hospital
- MedStar Washington Hospital Center
- MedStar Georgetown University Hospital
- Children's National Hospital
- Sibley Memorial Hospital
- George Washington University Hospital

If you have questions about this communication or require assistance during this transition, please contact your AmeriHealth Caritas DC Provider Account Executive or call Provider Services at **202-408-2237**. We are committed to ensuring a smooth transition and continued support for our valued providers.

Measles vaccines

There have been news reports of a resurgence of measles in different areas around the country, including the DC region, due to vaccine hesitancy, outbreaks in communities with lower vaccination rates, and the introduction of cases by unvaccinated international travelers.

We are working to help ensure enrollees are aware that:

- Measles is preventable through a safe and effective measles-mumps-rubella (MMR) vaccine.
- Two doses of the vaccine are given to provide lifetime protection. The Centers for Disease Control and Prevention (CDC) recommends all children get two doses of the MMR vaccine, starting with the first dose at 12 – 15 months old, and the second dose at 4 – 6 years old.
- Measles can cause serious health problems, especially in young children.

Our Community Outreach Solutions team has been contacting households with children age 6 and younger where there is no record of the child(ren) receiving the MMR vaccine. If an enrollee or their child has not received the vaccine, they should get the first of two doses as soon as possible.

Please remind patients of the importance of receiving the MMR vaccine.

General updates

Managing patient interactions and conflicts

Handling interactions with upset or difficult patients requires a blend of empathy, professionalism, and effective communication to help ensure that even the most challenging situations are handled with care and respect.

Common triggers of patient conflicts may include miscommunication, unmet expectations regarding treatment or wait times, patient stress or anxiety due to health issues, or cultural or language barriers.

Conflicts with patients, if not efficiently managed, may result in physical violence, provider burnout from difficult interactions, or overall dissatisfaction in patients from unresolved challenges.

Here are some quick tips to help manage patient conflict:

1. **Stay calm and professional.** Keep a steady tone and relaxed body language. Take a moment to breathe before responding. A calm response can help de-escalate frustrations.
2. S**how empathy and understanding.** Acknowledge the patient's feelings by saying things like, "I understand this is difficult," or "I can see why you're upset." Listen actively, and make eye contact. Sometimes patients want to feel heard more than anything else.
3. **Set respectful boundaries.** Be firm but kind. You can make statements such as, "I need you to speak calmly so I can help." Stay neutral and focus on resolving the issue.
4. **De-escalate tensions.** Lower your voice if they raise theirs. Ask open-ended questions: "Can you tell me what's bothering you?"
5. **Provide solutions and follow up.** Offer patients choices to give them a sense of control. Check back to help ensure they're comfortable and their concerns are addressed.
6. **Seek help when needed.** If a situation escalates beyond your control, do not be afraid to seek help from colleagues, security, or a supervisor. Keep detailed records of any conflicts to protect yourself and help ensure proper follow-up routines.

A calm, empathetic approach can make all the difference in a challenging situation.

Headspace

AmeriHealth Caritas DC encourages and supports a holistic approach to health care, integrating behavioral and physical care to the extent permitted by law. We cover behavioral health services for Medicaid enrollees and mental health assistance for Alliance enrollees.

Headspace allows enrollees age 13 and older to access this support directly from their smartphone. Through evidence-based meditation and mindfulness tools, guided sleep resources, one-on-one emotional support coaching, and more, Headspace helps enrollees create life-changing habits to support their mental health and find a healthier, happier them. One-on-one guidance from emotional support coaches can support enrollees in all aspects of life, from difficult emotions to challenging situations.

Please encourage patients who are AmeriHealth Caritas DC enrollees to make use of this benefit to help them on their mental wellness journey. View our mental wellness guide to learn more about Headspace and the other behavioral health services available to enrollees.

Integrating behavioral and physical health care

Enrollees with behavioral health disorders may experience physical health conditions that complicate the treatment and diagnosis of both health conditions. AmeriHealth Caritas DC understands that coordination of care for these enrollees is imperative.

AmeriHealth Caritas DC's integrated care management program will seamlessly coordinate enrollee care across the physical and mental health and social service areas. Plan staff will work with the appropriate primary care and behavioral health providers to develop an integrated treatment plan for enrollees in need of physical and behavioral health care coordination.

For care coordination assistance, behavioral health providers may contact the Rapid Response team at **1-877-759-6224**.

SKYGEN Dental Hub

Effective May 1, 2025, AmeriHealth Caritas DC providers no longer have access to the provider web portal. You must register on the SKYGEN Dental Hub to continue having access to all the same functions, information, and more. The Dental Hub is the exclusive dental provider portal tool for AmeriHealth Caritas DC dental practices.

SKYGEN Dental Hub webinars and Quick Start Guide

The SKYGEN team can help support a smooth transition to the Dental Hub. SKYGEN conducts weekly webinars that cover basic functionalities of the Dental Hub and information regarding the registration process.

We also encourage users to download the SKYGEN Dental Hub Quick Start Guide. This guide is designed to help users get their business/practice registered and understand some of the Dental Hub's basic functionality.

For additional support, please contact the SKYGEN Dental Hub Support Team at **1-855-609-5156**.

Getting started on the SKYGEN Dental Hub:

- Go to https://app.dentalhub.com/app/login and click "Log in."
- Click "Sign up now."
- Use your email address to create your own account.

Once you've created your own Dental Hub account, you're ready to set up your practice following the easy, three-step process:

7. Tell the Dental Hub you work for a dental office.
8. Tell the Dental Hub you want to set up a business.
9. Provide basic information about your practice. You'll need the W-9 information for your practice and some basic information from a claim that SKYGEN previously processed, or your SKYGEN Payee ID number located in the upper left corner of your remittance advice.

Help navigating the SKYGEN Dental Hub

A brief video tutorial at the SKYGEN Dental Hub homepage explains the set-up process and delivers useful information, including how to:

- Add additional administrators who can share the work of managing your account.
- Create practice locations.
- Invite dental professionals to join your practice.

If you haven't already, please register and begin using the Dental Hub today to avoid disruptions.

Dental updates (continued)

Caries risk assessment form and instructions

AmeriHealth Caritas DC will reimburse dental providers for submitting a CDT code for caries risk assessment (CRA). CDT codes D0601 for low risk, D0602 for moderate risk, and D0603 for high risk will be used for reimbursement and to assess oral health disease prevalence in the District.

The Universal CRA Form, available online, should be used for all ages and will need to be available for review in the patient treatment record. It is important to review the form for an accurate assessment and for future evaluation at each subsequent office visit to determine if there is a reduction in risk for your patients. If you desire, the form can be completed by office staff with our assistance.

AmeriHealth Caritas DC strives to address the oral health concerns of the community we serve through our advocacy and your assistance. The CRA allows us to establish a baseline assessment for what we hope will be an improvement in the oral health status of the community through the reduction of caries risk. As we know, this will also influence the overall health of our enrollees for the better.

Instructions

On the form, enter the score for each line and add them to get a total in each column. The scoring parameters are listed at the bottom of the form with the associated CDT code for claims submission.

This submission should only apply in association with D0150, the comprehensive oral evaluation, and D0120, the periodic oral evaluation. Do not submit with any other evaluation CDT codes.

Thank you for your cooperation. We look forward to improving the oral health of our community through your assistance with the CRA form. If you have questions, please contact Dental Provider Services at **1-855-609-5170**.

Pharmacy updates

Searchable drug formulary and pharmacy benefits

The AmeriHealth Caritas DC searchable drug formulary is available online. You may search the drug formulary in several ways:

- You can use the alphabetical list to search by the first letter of your medication.
- You can search by typing part of the generic (chemical) or brand (trade) names.
- You can search by selecting the therapeutic class of the medication you are looking for.

PerformRx℠ is the delegated manager of pharmacy services covered by the AmeriHealth Caritas DC health plan. You can find more information about pharmacy benefits at https://www.amerihealthcaritasdc.com/provider/resources/pharmacy.aspx.

If you have questions, please contact Pharmacy Provider Services at **1-888-602-3741**.

Avoiding common errors in electronic prior authorization submissions

Submitting your electronic prior authorization requests thoroughly and accurately in NaviNet will help your requests process faster, help minimize claim errors, and help you get paid on time.

Outlined below are ways to avoid common errors when submitting your prior authorization requests:

- Do not create duplicate authorizations; use the amend functionality on existing authorizations.
- Initiate amendments if more services/days are requested. Do not attach documents as a "request."
- Reference the prior authorization lookup tool on our website to see if a service requires prior authorization before submitting authorization requests.
- Enter all codes and units requested during an initial submission or amendment.
- Do not add newborns who are not yet in the system under the mother's record.
- Understand the difference between urgent and emergent.
- Ensure HIPAA 3 points of verification are located on all pages of clinical documentation submitted.
- Submit delivery notifications correctly.
- Understand provider type differences between inpatient and outpatient requests.
- Include a phone and fax number under the contact information so the Utilization Management department can reach the provider.
- Ensure the admission date for an inpatient request is the date the enrollee was admitted.
- Do not use NaviNet to request a reconsideration or a peer-to-peer review (P2P).

For further information and instructions on these topics, please visit our Ways to Avoid Common Errors in Electronic Prior Authorization Submissions webpage.

Referrals for complex care management

AmeriHealth Caritas DC has care management programs for enrollees with special health care needs, behavioral health conditions, and chronic conditions, such as heart disease or high blood pressure. These programs can help enrollees learn more about their condition and how to manage it, with the support of a care manager.

There are multiple avenues for enrollees to be considered for complex care management services, including practitioner referral. Please call **1-833-805-2233** if you would like to recommend an enrollee for these services.

Who should you refer to us for care management?

- Enrollees who need help understanding their health condition(s)
- Enrollees who have chronic health conditions, including physical and behavioral health diagnoses
- Enrollees who need help understanding their medication(s) and improving medication adherence
- Pregnant enrollees
- Infants who were recently discharged from the NICU

Programs at a glance

At AmeriHealth Caritas DC, we are dedicated to providing our enrollees with access to quality health care and outstanding enrollee services. Refer to this table to learn more about the current programs available to all enrollees at no cost.

Medical record requirements

Medical records of network providers are to be maintained in a manner that is current, detailed, organized, and permits effective and confidential patient care and quality review. Provider offices are to have an organized medical record filing system that facilitates access, availability, confidentiality, and organization of records at all times. Providers are required by contract to make medical records accessible to the DC Department of Health Care Finance, the DC Department of Health, the U.S. Department of Health and Human Services, the Centers for Medicare & Medicaid Services, and/or the Office of the Inspector General and their respective designees in order to conduct fraud, waste, abuse, and/or quality improvement activities. Refer to the Provider Manual for a list of our medical record standards.

Medical record audits

AmeriHealth Caritas DC conducts medical record audits to assess the provision and documentation of high-quality primary care according to established standards. Compliance with these standards will be audited by periodic review and chart samplings of the participating primary care offices. Health care practitioners/providers must achieve an average score of 90% or higher on the medical records review. AmeriHealth Caritas DC will assist health care practitioners/providers scoring less than 90% through corrective action plans and re-evaluation.

Please contact your AmeriHealth Caritas DC Provider Account Executive or call Provider Services at **202-408-2237** with any questions.

AmeriHealth Caritas®

District of Columbia

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This program is brought to you by the Government of the District of Columbia Department of Health Care Finance

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR