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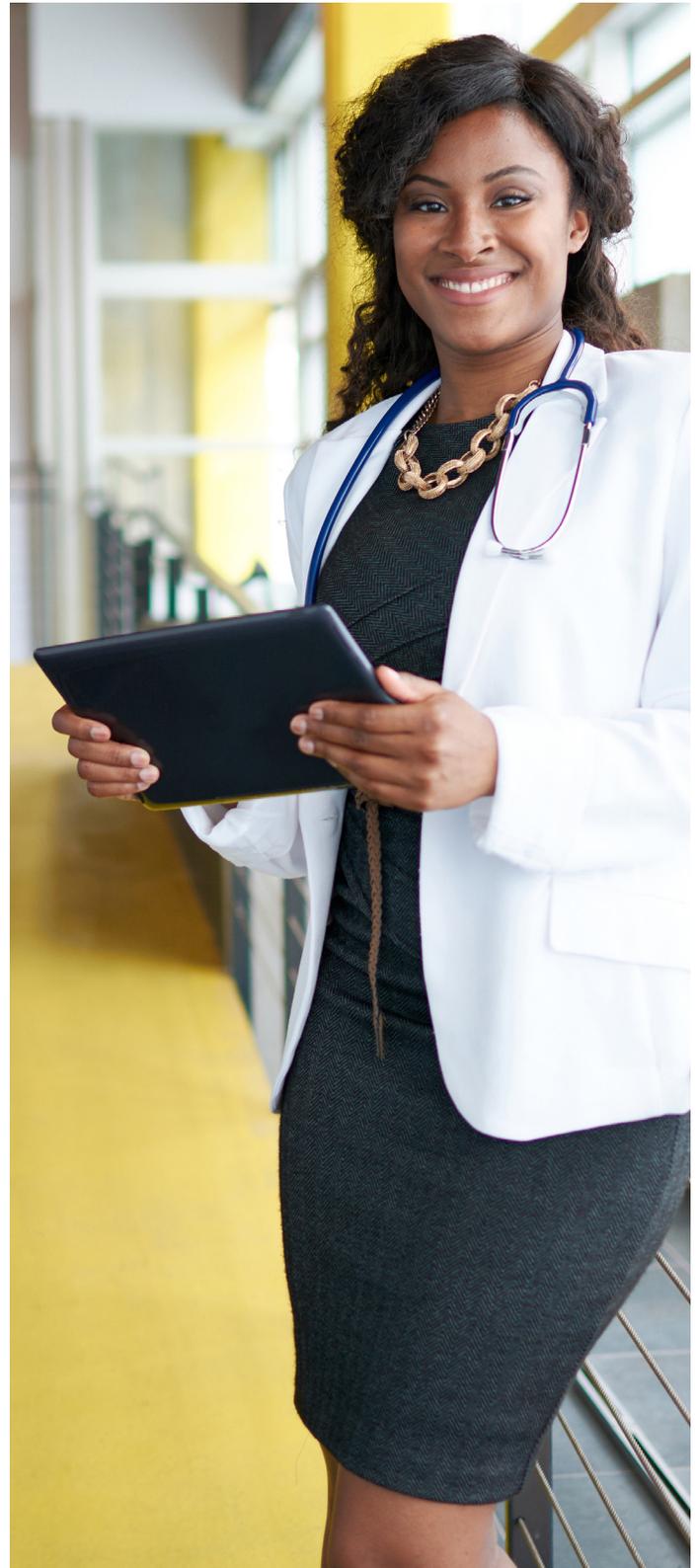
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Message From the Behavioral Health Medical Director

Welcome to the spring 2018 edition of Connections — our newsletter for AmeriHealth Caritas District of Columbia (DC) providers. We believe you will find the resources enclosed helpful as you provide quality care and services to our members.

As we move ahead with our efforts to offer members the best quality of care, we are addressing how AmeriHealth Caritas DC can collaborate with providers to address the opioid epidemic in the District of Columbia. Our approach is multifaceted, and we are excited to share with you our partnerships and initiatives to help patients receive the care, treatment, and support they need.

Our Opioid Reduction Program is a prevention strategy focused on providers to avoid overprescribing prescription pain medication by limiting days' supplies and morphine milligram equivalent (MME) levels. In addition, we are educating our providers on whether their prescription habits fall out of the range of normal prescribing patterns through a partnership with Safe Use Now.

To help combat overdose deaths, access to life-saving medications like buprenorphine for medication-assisted treatment and naloxone for overdose prevention is available to all members without prior authorization. Long-acting injectable naltrexone is also available to our members with both alcohol and opioid dependence with prior authorization.

We have two peer recovery specialists on our staff to meet with members who are in the early stages of recovery or in a pre-contemplation phase. Using their lived experience, the peer recovery specialists help guide these members through the recovery process and provide hope for building healthy and productive lives.

We are also excited to share several of our collaborations with community organizations. We contract with “So Others Might Eat” (S.O.M.E.) to utilize residential treatment beds in their 90-day program so that members can address and overcome the root causes of their addictions and social determinants of health. We also welcome Clean Slate Centers, a national leader in office-based, outpatient medication-assisted treatment for opioid and alcohol addiction, as a network provider at their newly opened center, located at 2041 Martin Luther King Jr. Avenue S.E., Suite 400.

To meet our members where they are — and to work to provide our members with easily accessible resources — we offer members, through several providers, access to the Addiction Comprehensive Health Enhancement Support System (A-CHESS) mobile health app, an evidence-based tool that helps to prevent and intervene when relapse may occur using a series of mobile supports.

We encourage you to share these resources, and this newsletter, with your staff and colleagues. Thank you for your continued service to our members and your work to ensure members get the highest quality of care, regardless of circumstance.

For more information and other resources, please visit www.amerhealthcaritasdc.com.

Yavar Moghimi, M.D.
Medical Director, Behavioral Health
AmeriHealth Caritas DC

Sources

www.amerhealthcaritasdc.com/pdf/provider/comm/2017/new-opioid-medication-prescribing-limits.pdf

www.safeusenow.com

www.chess.health/achess.html

Innovations in Health Care — Mary's Center's Telemedicine Program

We know that regular health care provider visits are a great way to ensure patients are getting the care they need. At the same time, it can sometimes be difficult for patients to travel to medical offices due to many factors such as inflexible work schedules or challenges finding child care. Telemedicine is a solution that makes it easier for patients to receive the medical care they need from the convenience of their own homes. Even better, it is now available to AmeriHealth Caritas DC members through a partnership with Mary's Center, a DC-based community health center.

For AmeriHealth Caritas DC members who are also Mary's Center patients, a Mary's Center Home Visitor — a certified medical assistant or nurse — will travel to the patient's home with a screening kit, diagnostic equipment, and a laptop computer. Using the Home Visitor's laptop, the patient can see and talk to their provider, receiving nearly an identical experience as physically visiting the clinic. Using special telemedicine equipment, the provider can listen to the patient's heart and lungs; see inside their ears, nose, and throat; and examine their skin. The Home Visitor can also obtain blood or urine samples and send them to the lab, if the provider requests them.

"Our Home Visitors are truly an extra set of eyes and ears for the provider and form invaluable personal bonds with the patients they visit," said Ellen Evans, Clinical Director for Telemedicine at Mary's Center.

"The extra time and attention telemedicine patients receive from Mary's Center Home Visitors is undoubtedly at the root of the early success of the telemedicine program."

The Mary's Center Telemedicine Team is focusing its efforts primarily on patients who have diabetes, hypertension, asthma, and/or congestive heart failure. These diagnoses were chosen because clinical evidence strongly indicates that regular clinician management and follow-up for patients with these diseases results in improved short- and long-term health outcomes for patients. Based on Mary's Center providers' clinical judgment and knowledge of their patients' unique needs and circumstances, patients with other chronic conditions may also be identified as good candidates for telemedicine.

"Members who have received visits by the telemedicine team are pleased with the personalized care, which is less focused on the interaction with the physician and more focused on the nurse and community health worker exchange," said Rosalyn Carr-Stephens, Interim Director, Integrated Healthcare Services at AmeriHealth Caritas DC. "Members feel as if these visits allow for more time to be spent with the patient and have less of a hurried feel than they have experienced with visits to the clinic."

To date, the Mary's Center Telemedicine Team has completed over 300 telemedicine visits for approximately 220 individual AmeriHealth Caritas DC patients with over 100 more telemedicine visits scheduled for the future. Providers can learn more about the program by visiting www.maryscenter.org/blog/telemedicine.



220

AmeriHealth Caritas DC
members seen by Mary's Center
Telemedicine Home Visitors to date

100+

Future Mary's Center home
visits scheduled



LET US KNOW PROGRAM

Provider Spotlight: Using the “Let Us Know” Form

One of the most important elements of what we do at AmeriHealth Caritas DC is help our providers access the clinical resources they need to best care for our members — your patients. Through our “[Let Us Know](#)” program, we work with the provider community in D.C. to help manage the needs of our members with chronic conditions and behavioral health needs.

Through an easy-to-access member intervention request form that providers can [download](#) from the AmeriHealth Caritas DC website, providers are better equipped to support our members. Milca Kaplan, a certified registered nurse practitioner (CRNP) with MetroBest Clinic in Northwest D.C., shared how the program helps her with coordination of care.

On a typical day, Kaplan treats between 15 and 18 patients, providing annual physical exams; treating patients for acute illnesses; and helping patients manage chronic medical conditions such as high blood pressure, diabetes, and chronic pain. AmeriHealth Caritas DC members make up 40 percent of MetroBest Clinic’s total number of patients.

Kaplan uses the “[Let Us Know](#)” program for coordination of care to help simplify communication between the practice and AmeriHealth Caritas DC. Whether for a patient with psychosocial issues who frequents the emergency room and needs help finding resources within their community, or for a patient that Kaplan’s office cannot reach after multiple phone call attempts, care coordination is key for the optimal management of her patients.

“Medical offices are generally overburdened with tasks, so simplifying the communication process between us and the managed care organization is key,” said Kaplan.

“A simple one-page form and a fax number for submission proved to be much more effective than calling an 800 number and waiting on hold. That the patient’s medical insurance is instrumental in this process is a plus and helps to more comprehensively take care of the patient.”

For more information about the “Let Us Know” program, visit www.amerhealthcaritasdc.com/provider/resources/let-us-know.aspx.

Ways to use the “Let Us Know” Program:

- ✓ Complete the Member Intervention [Request Form](#)
- ✓ Use the Care Gap Worksheet located on [NaviNet](#)
- ✓ Contact our Rapid Response and Outreach Team at **1-877 759-6224**

Member Transportation

Updates to member transportation benefits

All AmeriHealth Caritas DC Medicaid and Alliance members now have access to next-day and same-day transportation for medical visits.

To access this benefit, members should call **1-800-315-3485**, and select **option 1**.

For most situations, member trips are booked with Lyft, ensuring a prompt pickup and direct trip without the hassle of enduring multiple stops to drop off or pick up other passengers.

For those instances where wheelchair accommodations or special assistance is required, the transportation is booked with other specialty transportation providers.



When Members Need to Switch PCPs

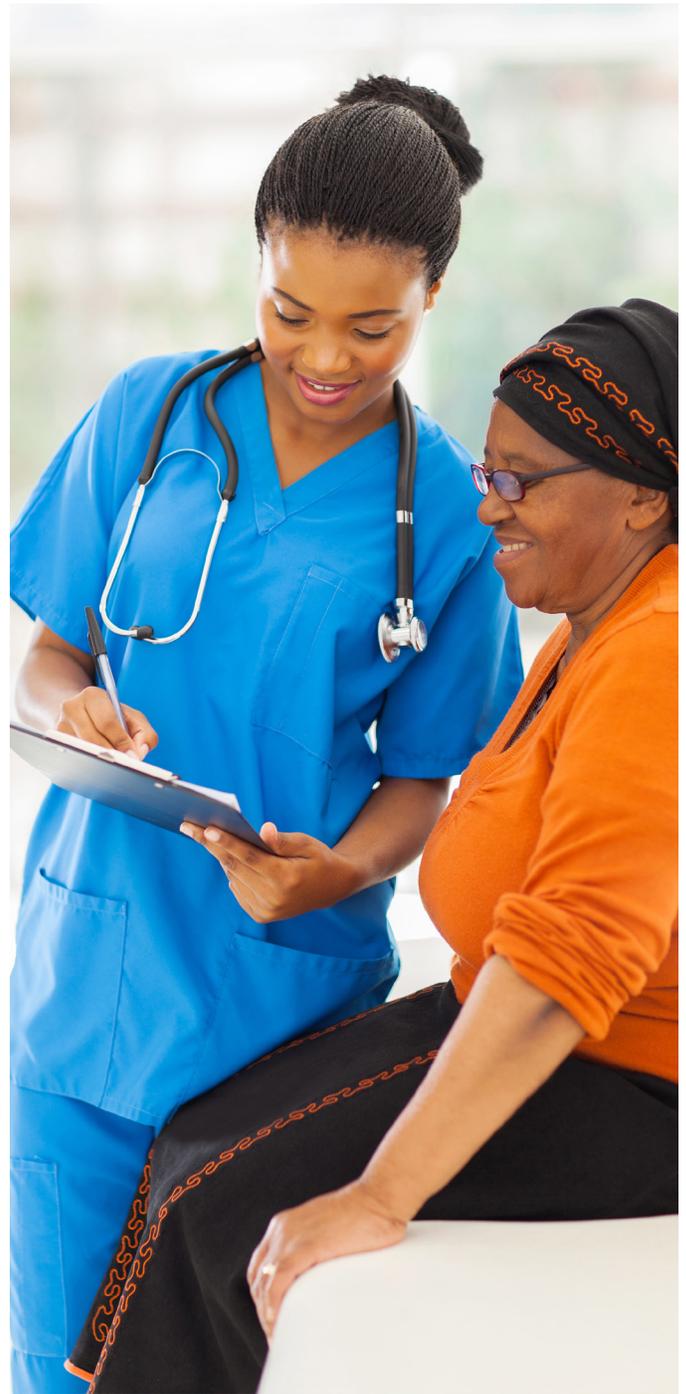
Each year during open enrollment, AmeriHealth Caritas DC members select or are assigned a primary care provider (PCP). To ensure we provide the best care to our members, even though they might have selected a PCP during open enrollment, members can switch to another PCP at any time.

Members might need to switch PCPs for a variety of reasons. Perhaps they have moved homes or jobs or need a provider who is a better fit. While we encourage each member to consider choosing a provider close to their home or place of work during open enrollment, these factors can often change. PCPs will be paid for services even if the member is not assigned to (or a member of) that practice.

New AmeriHealth Caritas DC Medicaid members must select a PCP within 10 days of plan enrollment. If no selection is made, AmeriHealth Caritas DC will automatically assign a PCP. New AmeriHealth Caritas DC Alliance members will be automatically assigned a PCP. Both Medicaid and Alliance members will also be informed of the opportunity and procedures to change PCPs. We encourage you to communicate to your patients that AmeriHealth Caritas DC members may call Member Services at **202-408-4720** or **1-800-408-7511** to request a change to their PCP assignment at any time.

Under plan guidelines, AmeriHealth Caritas DC providers are still eligible for reimbursement of services provided prior to a member's PCP change and will not incur any fees or penalties when a member switches PCPs.

We hope this notification is a positive one for your practice and that you find it easier to provide quality health care services to our members. Please contact your Provider Network Management Account Executive or the Provider Services department at **202-408-2237** or **1-888-656-2383** with any questions or concerns.



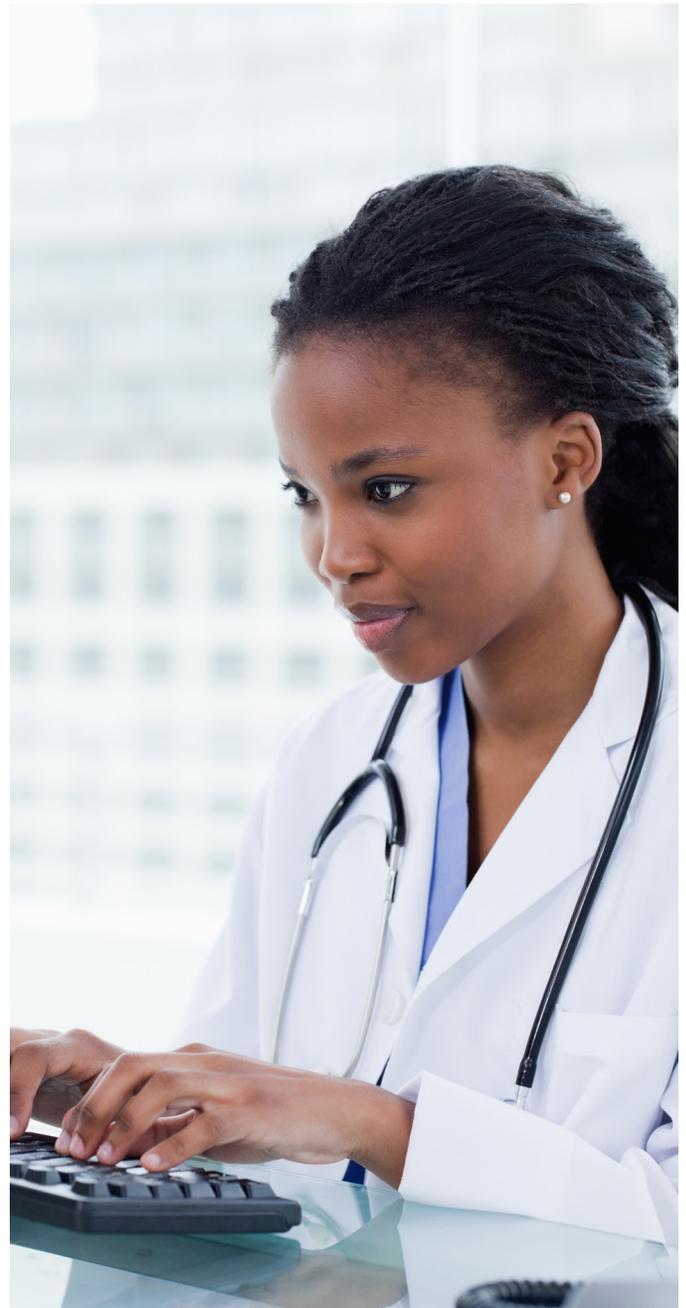
Depression E-learning Training Now Available for Providers

As part of our ongoing goal to support health care providers in delivering integrated care, we would like to introduce our depression e-learning training module. This online training module is designed to give you an overview of depression and how to incorporate evidence-based screenings and appropriate follow-up treatment into your care for our members.

Upon successfully completing this training, you should be able to:

- Define depression
- Recognize and screen for depression in patients
- Measure the severity of depression using the Patient Health Questionnaire 9 (PHQ-9) for adults and the PHQ modified for adolescents (PHQ-9A)
- Identify ways to treat depression
- Recognize the Healthcare Effectiveness Data and Information Set (HEDIS®) Antidepressant Medication Management (AMM) measure
- Locate resources and support available from AmeriHealth Caritas DC, including our Behavioral Health Provider Toolkit, which is available on our website

You can access the AmeriHealth Caritas DC [depression e-learning training module](#) on the Provider section of our website, under the Education and Training section in the left-hand option menu. Please let us know you have completed the training by clicking on the Attestation Form link at the end of the training and completing the brief survey.



Additional Training Resources for Providers:

- ✓ In-person, on-site behavioral health training from a clinical educator (contact your Provider Network Management Account Executive if you are interested)
- ✓ Our [Behavioral Health Provider Toolkit](#)
- ✓ Anxiety disorders e-learning module coming soon



Pharmacy Corner

Update on Metabolic Monitoring for Children and Adolescents on Antipsychotics

To comply with the National Committee for Quality Assurance’s (NCQA) HEDIS measures, AmeriHealth Caritas DC monitors the use of antipsychotics in adolescents and children to promote efficacy and safety. This year, we are seeking to ensure we adhere closely to the NCQA measure, Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM).

Our data from the past two years show that fewer than 50 percent of our members are receiving follow-up care that includes lab work, which ensures baseline metabolic functions have not been negatively impacted as a side effect of antipsychotic treatment.

To comply with this measure, we encourage prescribers to monitor low-density lipoprotein (LDL) cholesterol and glucose levels at baseline and throughout patient treatment. To help individual providers meet the goals for this measure, we will distribute further correspondence inquiring about specific members and their treatment plans later this year. Please note that monitoring intervals may differ by medication. Thank you for your work in complying with this measure.

Measure		
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)		
2016	2017	2018
Rate: 34.75%	Rate: 33.03%	Rate: 39.15%
Percentile ranking: 50th – 66.67th	Percentile ranking: 50th – 66.67th	Percentile ranking: 75th

New opioid medication prescribing limits

The Centers for Disease Control and Prevention (CDC) report overdoses from prescription opioids are a driving factor in the 15-year increase in opioid overdose deaths. Since 1999, the number of prescription opioids sold in the United States has nearly quadrupled, yet there has not been an overall change in the amount of pain that Americans report. Death rates from prescription opioids — drugs like oxycodone, hydrocodone, and methadone — have more than quadrupled since 1999.

To address this crisis, AmeriHealth Caritas DC implemented changes limiting the quantity and days’ supply covered under the plan’s pharmacy benefit. To facilitate reasonable and timely adherence to these changes, patients and providers are encouraged to work together.

We based these changes on both the cumulative MME and the days’ supply requested. We have highlighted the changes that went into effect in November 2017 in the chart below. These changes limit the plan-covered maximum days’ supply and the maximum daily dose.

New dosing and days’ supply limits			
Stage	Date of change	Dosing limit	Days’ supply limit
New starts	November 13, 2017	No more than 90 MME*	No more than a seven-day supply

Dosing limits for members currently prescribed opioids			
Stage	Date of change	Dosing limit	Days’ supply limit
1	December 4, 2017	No more than 150 MME*	No more than a 14-day supply
2	January 1, 2018	No more than 120 MME*	No more than a seven-day supply
3	January 29, 2018	No more than 90 MME*	No more than a seven-day supply



Formulary updates

The most current formulary information for AmeriHealth Caritas DC members can always be found in our online searchable formulary at www.amerihhealthcaritasdc.com/apps/formulary-medicaid/index.aspx.

Source
www.cdc.gov/drugoverdose/epidemic/index.html

Durable medical equipment and disposable medical supplies

AmeriHealth Caritas DC covers durable medical equipment, such as blood pressure monitors, glucose meters, and thrombo-embolic deterrent (TED) compression stockings. We also cover disposable medical equipment, such as wound care bandages. Submit claims for durable medical equipment and disposable medical supplies via the same claim submission procedures as for other medical services. Please let your patients know that all durable medical equipment and disposable medical supplies are covered under both Medicaid and Alliance plans.





Take a health disparity and cultural competency course for a chance to win a **\$200** Amazon gift card!

After completing the course, you will also earn six free continuing education credits.

Dental Corner

The AmeriHealth Caritas DC dental team is asking all dental providers to successfully complete a health disparities and cultural competency training course to help foster broader appreciation of how to provide dental services in a respectful, understandable, and effective manner to our increasingly diverse membership.

To complete the free program from the U.S. Department of Health and Human Services, Office of Minority Health, “Cultural Competency Program for Oral Health Professionals,” visit oralhealth.thinkculturalhealth.hhs.gov and click **Register Here**.

If you have taken a health disparities and cultural competency training course since January 1, 2018, simply email a copy of your course certificate to Darin Hutchins, Dental Account Executive, at dhutchins@amerihealthcaritasdc.com.

If you have not taken such a course, take “Cultural Competency Program for Oral Health Professionals” (oralhealth.thinkculturalhealth.hhs.gov) or any other cultural competency training course. Upon completing it, email a copy of your course certificate to dhutchins@amerihealthcaritasdc.com.

To be eligible for the raffle, please submit a copy of your certificate before July 31, 2018. The drawing will take place in August.

To support the goal of providing access to quality dental care to our increasingly diverse membership, the full engagement and commitment of our provider network in this course is crucial. We thank you for your partnership and commitment to the care of our members. If you have any questions regarding this program, please contact your Dental Account Executive.

AmeriHealth Caritas DC now using ADA® credentialing service, powered by CAQH ProView®

AmeriHealth Caritas DC wants to reduce the time it takes dental providers to submit credentialing information. We now use the American Dental Association (ADA) credentialing service, powered by Council for Affordable Quality Healthcare (CAQH) ProView, to submit and share self-reported professional and practice information.

The service is fully electronic and was developed to save you and your staff the time it takes to complete the lengthy paper credentialing forms needed for each health care organization with which you are affiliated. Please review the new process below. **Dental providers, please make sure your information is updated!**

With CAQH ProView, dentists and their practice managers can:

- Provide important information electronically and store it in one user-friendly online data source, easily updating it as needed
- Directly upload credentialing documents to improve the accuracy and timeliness of applications
- Share information common to multiple practice locations among providers in that practice
- Maintain control of professional information with security features and authorize specified organizations to receive it

To get started, prepare by reviewing the dental credentialing application at www.ada.org/credentialingchecklist and gathering all required documentation prior to filling out your profile. Dentists practicing in the United States can get started with this service by visiting www.ADA.org/godigital at no cost.

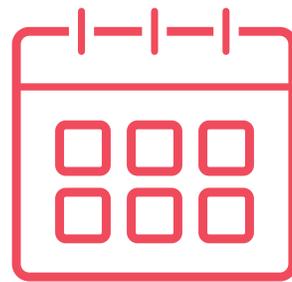
Once the terms and conditions are accepted, you will be redirected to a welcome page. There, you will see certain pre-populated information from the ADA — or the information attested to previously — to make it easier and quicker for you to complete and attest.

First-time users can complete their profiles in about an hour if all materials are readily available. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information by authorizing either all of them or specific ones, including AmeriHealth Caritas DC.

If you have used CAQH ProView before, we recommend that you access your profile by visiting www.ADA.org/godigital. Take note of the important items below to ensure you successfully complete your profile:

- Add new documents to replace any expired ones
- Leave no gaps in your work history for the most recent five years, or list the reasons for any gaps as appropriate, such as leaves of absence, maternity leaves, or illness
- Ensure that a current copy of your liability insurance is attached to your CAQH profile

If you only authorize specific organizations to access your profile, please add AmeriHealth Caritas DC.



**Dental providers,
please make sure your
information is updated!**

Application checklist for providers affiliated with CAQH

Please use the following checklist to complete the credentialing process. All items listed below are required for each provider to participate with AmeriHealth Caritas DC. Completed forms can be faxed to the Credentialing department at **215-863-6369**.

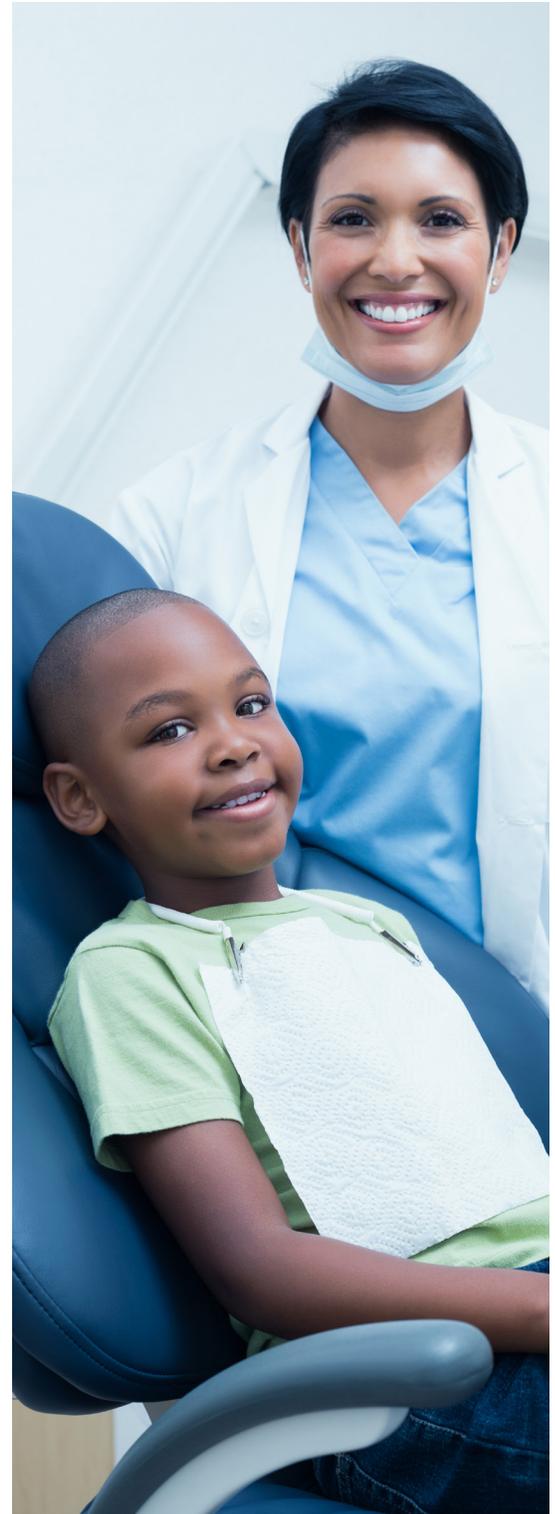
- Provider information
- Provider name
- Practice name
- CAQH-issued ID number

If you have not done so already, please provide CAQH with the following:

- Authorization allowing AmeriHealth Caritas DC to access your provider information
- Current copies of the following supporting documents:
 - State license
 - Drug Enforcement Administration registration certificate
 - Controlled drug substance license
 - Malpractice insurance policy face sheet showing expiration dates and limits
 - Board certification (if applicable)
 - Individual National Provider Identifier (NPI) number
 - Medicare number (if applicable)
 - W-9 form
 - Hospital privileges indicating the provider's primary admitting hospital (or copy of a coverage agreement if the provider does not have admitting privileges)

Please contact the Credentialing department at **1-877-759-6186** and follow the prompts to check the status of your application if you have any questions or concerns regarding this process.

If you are joining AmeriHealth Caritas DC under an existing provider group contract, you do not need to execute an individual provider contract.



If you are new to AmeriHealth Caritas DC and you or your group does not have a provider contract, you will need to obtain an AmeriHealth Caritas DC Provider Agreement by contacting your Provider Network Management Account Executive or Provider Services at **202-408-2237** or **1-888-656-2383**.



Diabetes Resources for AmeriHealth Caritas DC Members

AmeriHealth Caritas DC works with community health programs to offer a variety of resources for our members — your patients — who have diabetes. Below is a list of some of the health promotion and fitness program options offered at no cost to our members. If you would like to refer your patient to one of these programs, you may contact us through our “Let Us Know” referral program (See page 4). AmeriHealth Caritas DC members may even refer themselves into certain programs.

Howard University Diabetes Treatment Center Programs

The Diabetes Treatment Center (DTC) at Howard University Hospital helps those with multiple needs related to diabetes and patient care.

Diabetes classes

Classes include one-hour appointments on diabetes education and nutrition Mondays through Thursdays in addition to group classes during the third week of every month. Any member who has diabetes may attend.

As part of the program, members will have access to a personal patient portal that holds health records and patient information, and helps manage appointments, medication, and self-care behaviors. The portal is free and available 24 hours a day, via a computer, tablet, or smartphone.

Online diabetes prevention

AmeriHealth Caritas DC members with a diagnosis of prediabetes can access an online diabetes prevention program to help manage their weight and nutrition to improve their health.

Members must be referred to these programs.

La Clínica Del Pueblo Diabetes Programs for Spanish-Speaking Members

For our Spanish-speaking members, AmeriHealth Caritas DC has contracted with La Clínica Del Pueblo, a nonprofit, federally qualified health center serving Latino and immigrant populations in the District, to enroll eligible members into programs La Clínica Del Pueblo offers. AmeriHealth Caritas DC members who participate in these programs often see improved results with weight loss and medication management.

Road to Health

This six-week program places members with community health educators to learn about losing weight and maintaining a healthy lifestyle.

“Tomando Control De Tu Salud” — Taking Control of Your Health

Based on curriculum developed at Stanford University, La Clínica Del Pueblo holds two six-week cycles each year of health education and self-management groups for individuals living with diabetes. This program, led by health educators and community health workers, provides tools, resources, and community support for individuals with diabetes.

These programs will be facilitated only in Spanish. Members must be referred to these programs.

Member nutrition programs

Metabolic Syndrome Wellness Circles

AmeriHealth Caritas DC collaborates with local community organizations to implement Metabolic Syndrome Wellness Circles to help those living with diabetes and/or hypertension learn more about how to better manage both conditions and live healthier lives, with a special emphasis on experiencing improved outcomes through regular exercise, better food choices, and improved understanding of the condition. Wellness Circles consist of six or eight sessions over a three-month period. Each Wellness Circle session features a subject matter expert such as a physician, nurse, dietitian nutritionist, or other professional who speaks about a specific topic relevant to diabetes and/or hypertension. Sessions are highly interactive, and the participants learn not only from the subject matter experts and guest speakers, but from each other as they interact over time. Currently, there are Wellness Circles operating in Wards 4, 5, 6, 7, and 8, available to all members living with diabetes and/or hypertension. The following community organizations currently facilitate Wellness Circles: Summit Health Institute for Research and Education (SHIRE), Lyndia Grant & Associates, and It's in the Genes.

[Members must be referred to this program.](#)

Nutrition Wraparound Program

The Nutrition Wraparound Program is a holistic nutrition program offered by AmeriHealth Caritas DC in partnership with Charmaine Jones, one of our contracted dietitian nutritionists specializing on this topic. This six-step program aims to alter the nutrition and wellness habits of individuals suffering from diabetes, hypertension, and obesity, as well as those at high risk for developing other serious health complications based on their weight and/or current nutritional habits. Each enrolled member will receive three personalized nutrition counseling sessions, an individualized meal planning session, a pantry analysis, healthy shopping training, and a “cook at home” hands-on session that includes healthy meal preparation with tips on portion control and table setup for a healthy meal.

[Members must be referred to this program.](#)

**“Let food be thy medicine,
and let medicine be thy food.”**

– Hippocrates, ca. 400 BC1

Condition-appropriate meal delivery

AmeriHealth Caritas DC believes that food is medicine and a critical component of staying healthy. We have partnered with two very customer-focused and industry-recognized companies to provide nutritionally complete and condition-appropriate meals to designated groups of members who can greatly benefit from regular and proper nutrition given their medical conditions. There are currently three programs. One is designed for members with prediabetes and/or uncontrolled diabetes (HbA1C > 9); another is for pregnant members with diabetes and/or hypertension; and a final program is for those members being discharged from the hospital with designated conditions.

Members identified because of their diagnosis of prediabetes or uncontrolled diabetes are initially enrolled in the program for 90 days of meals, with two or three meals provided for each day, depending on member preference. Pregnant members are typically enrolled in the program for the duration of their pregnancies, beginning when their condition and need is identified.

Members enrolled in the program because they have a designated condition and are being discharged from the hospital following an inpatient stay are typically enrolled for 14 days of meals. These members can choose to receive either two or three meals for each day, depending on their preference. Eligible conditions include hypertension, kidney disease, heart disease, diabetes, and cancer; the program is also offered to members who received surgery or an organ transplant prior to discharge.

All members enrolled in the program for prediabetes, diabetes, or pregnancy receive concurrent hands-on educational training on nutrition and healthy meal preparation. Receiving nutrition counseling concurrent with meal delivery empowers members to prepare healthy and condition-appropriate meals for themselves and their families once the meal delivery program ends.

Ensuring our members receive proper nutrition after discharge helps prevent return visits to the hospital and facilitates a smoother path to recovery.

[Members must be referred to this program.](#)

Member wellness benefits

Weight Watchers®

We have partnered with the Weight Watchers program to help members lose weight and get into shape. As an AmeriHealth Caritas DC member benefit, the program offers members access to meetings, a trained meeting leader, and group support to help members meet their goals.

[Members can refer themselves to this program.](#)

Gym membership program

We are excited to offer a gym membership program called FitnessCoach® as a value-added benefit for AmeriHealth Caritas DC members to get active and learn more about healthy behaviors. Members can opt to use select participating fitness centers throughout the city or participate in a home fitness program. To learn more about the program, visit www.fitnesscoach.com or contact Provider Services.

[Members can refer themselves to this program.](#)

Members must be at least 18 years old to join our Weight Watchers program. If a member is 13 – 17 years old, they may join with a parent or guardian's permission.



Important Updates



Language Access Services

AmeriHealth Caritas DC provides free language services for our members who do not speak English.

Services are provided in the following forms:

- On-site interpreter services at your office
- Bilingual Spanish-speaking 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 have the responsibility to ensure an interpreter is present or on the phone when needed. 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**.



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 covered services rendered. This means participating AmeriHealth Caritas DC providers are prohibited from directly billing members for medically necessary covered services under any circumstances.



Appeals Process

If health care services rendered to a member by a network provider represent a serious deviation from, or repeated noncompliance with, AmeriHealth Caritas DC's quality standards or recognized treatment patterns of the organized medical community, the network provider may be subject to AmeriHealth Caritas DC's formal sanctioning process, which includes a process for appeal. Refer to the [Provider Manual](#) for details.



Know Your Credentialing and Recredentialing Rights

During the credentialing and recredentialing processes, all providers have the right to:

- Review their credentialing information, with the exception of references, recommendations, and peer-protected information obtained by the plan. When a discrepancy is identified between an application and other sources, the Credentialing department will contact the provider for clarification.
- Correct erroneous information
- Inquire about the status of credentialing or recredentialing applications
- Receive notification within 60 calendar days of the credentialing committee's decision
- Appeal any credentialing or recredentialing denial within 30 days of receiving written notification of the decision

Questions regarding the status of a credentialing application may be directed to the AmeriHealth Caritas DC Credentialing department at **1-877-759-6186**.

Member Rights and Responsibilities

As a plan provider, it is your responsibility to recognize the following member rights and responsibilities.

Members have the right to:

- Receive enrollment notices, informational materials, and instructional materials in a manner and format that is easily understood
- Be treated with respect and due consideration for your dignity and right to privacy
- Receive information on available treatment options and alternatives regardless of cost or benefit coverage, presented in a candid manner appropriate to your condition and ability to understand
- Participate in decisions regarding your health care, including the right to refuse treatment
- Be free from any form of restraints or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Request and receive a copy of your medical records, and request that they be amended or corrected
- Be furnished health care services that are available and accessible to you in a timely manner; coordinated; sufficient in amount, duration, or scope; and provided in a culturally competent manner, to meet your specific needs
- Know that when you talk with your doctors and other providers, it is private
- Have an illness or treatment explained to you in a language you can understand
- Receive a full, clear, and understandable explanation of treatment options and the risks of each option so you can make an informed decision, regardless of cost or benefit coverage
- Female enrollees only: To have direct access to a women's health specialist within the network for the covered care necessary to provide women's routine and preventive health care services. Also, to designate as your PCP a participating provider or an advanced-practicing registered nurse who specializes in obstetrics (OB) and gynecology (GYN).
- Refuse treatment or care
- Choose an eligible PCP and primary dentist from within AmeriHealth Caritas District of Columbia's network, and to change your PCP or primary dentist
- Make a complaint (grievance) or appeal about AmeriHealth Caritas District of Columbia or about the care provided to you, and receive an answer
- Request an appeal or a fair hearing if you believe AmeriHealth Caritas District of Columbia was wrong in denying, reducing, or stopping a service or item
- Receive family planning services and supplies from the provider of your choice
- Obtain medical care without unnecessary delay
- Receive information on advance directives and choose not to have or continue any life-sustaining treatment
- Receive a copy of AmeriHealth Caritas District of Columbia's Enrollee Handbook
- Continue treatment you are currently receiving until you have a new treatment plan
- Receive interpretation and translation services free of charge if you need them, and refuse oral interpretation services
- Get an explanation of prior authorization procedures
- Receive information about AmeriHealth Caritas District of Columbia's financial condition and any special ways it pays its providers
- Obtain summaries of customer satisfaction surveys
- Receive a description of AmeriHealth Caritas District of Columbia's prescription drug formulary and its dispense-as-written (DAW) policy for prescription drugs
- Obtain a 72-hour dose of prescription drugs that are administered or taken daily or more than one time per day; and to have one full course of prescription drugs that are administered or taken less frequently than one time per day
- Receive information about AmeriHealth Caritas District of Columbia, including its services, practitioners and providers, and enrollee rights
- Receive information about your rights and responsibilities as an enrollee

Member Rights and Responsibilities

Members have the right to (continued):

- Make recommendations about AmeriHealth Caritas District of Columbia's enrollee rights and responsibilities policy
- Request information about any of our providers, including medical school education, residency, and board certification
- Ask for a chaperone to be present when you receive health care
- Receive a second opinion from a qualified health care professional within the network, or, if necessary, to obtain one outside the network, at no cost to you
- Be informed about cost sharing, if any, upon enrollment, annually, and at least 30 days prior to any change
- Not be held liable for AmeriHealth Caritas District of Columbia debts in the event of AmeriHealth Caritas District of Columbia's insolvency
- Use any hospital or other setting for emergency care
- Be informed about how and where to access any benefits available under AmeriHealth Caritas District of Columbia but not covered under the contract, including any cost sharing, and how transportation is provided, upon enrollment, annually, and at least 30 days prior to any change
- Receive transportation services free of charge
- Be informed that you may be required to pay the cost of services furnished while an appeal is pending if the final decision is adverse to you
- Receive covered services from an approved out-of-network provider if AmeriHealth Caritas District of Columbia does not have an in-network provider who can perform a covered service
- Request a copy of clinical practice guidelines, have access to Utilization Management staff, or get an explanation of medical necessity review information
- Be treated no differently by providers, practitioners, or AmeriHealth Caritas District of Columbia for exercising your rights above

Members are responsible for:

- Treating those providing your care with respect and dignity
- Following the rules of the D.C. Medicaid Managed Care Program and AmeriHealth Caritas District of Columbia
- Following agreed upon plans and instructions you receive from your doctors and other providers
- Going to appointments you schedule or that AmeriHealth Caritas District of Columbia schedules for you
- Telling your provider at least 24 hours before an appointment if you have to cancel
- Asking for more explanation if you do not understand your provider's instructions
- Going to the emergency room (ER) only if you have a medical emergency
- Telling your PCP and primary dentist about medical and personal problems that may affect your health
- Supplying information (to the extent possible) that AmeriHealth Caritas District of Columbia and its practitioners and providers need in order to provide care
- Reporting to the Economic Security Administration and AmeriHealth Caritas District of Columbia if you or a family member has other health insurance or you have a change in your address or phone number
- Reporting to the Economic Security Administration and AmeriHealth Caritas District of Columbia if there is a change in your family (for example, a death or birth)
- Trying to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible
- Helping your PCP in getting medical records from providers who have treated you in the past
- Telling AmeriHealth Caritas District of Columbia if you were injured as the result of an accident or at work



AmeriHealth Caritas[™]

District of Columbia

www.amerihealthcaritasdc.com

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GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR