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A message from the Market President

Maternal and child health remain key areas of focus in the District of Columbia. Reducing the number of preterm births, the teen pregnancy rate, and the number of women who smoke during pregnancy are all part of the District's Healthy People 2030 objectives.¹ For AmeriHealth Caritas District of Columbia (DC) enrollees and their infants, access to the quality care you provide and to our maternal health programs is crucial for improving health outcomes.

Bright Start® is AmeriHealth Caritas DC's care management program that supports mothers before, during, and after pregnancy. When enrollees are referred to or sign up for Bright Start, they are paired with a Care Manager who can help them:

- Find a prenatal care provider
- Schedule appointments and arrange transportation (including postpartum visits)
- Create a birth plan
- Obtain supplies including a breast pump, diapers, car seat, and more
- Find classes on breastfeeding and childbirth
- Sign up for home-delivered meals and other nutrition programs
- Sign up for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

Bright Start also provides family planning support. Helping our enrollees lead healthy lifestyles before becoming pregnant increases the likelihood they will have healthy pregnancies when they are ready. Bright Start associates can educate enrollees on family planning topics and connect them to resources for:

- Pregnancy testing and follow-up counseling
- Routine and emergency contraception
- Sexually transmitted infection (STI) prevention, testing, and counseling
- The human papillomavirus (HPV) vaccine

Another resource available to Bright Start members is Babyscripts, which is a virtual care platform that helps manage obstetrics and deliver direct pregnancy care solutions for patients across partner sites in the District of Columbia. Within this app, enrollees can get access to local DC and AmeriHealth Caritas DC resources, a customized risk assessment survey, and a customized medical history survey. As the provider, you will be able to virtually manage routine parts of the enrollee's pregnancy through internet-connected devices. This will help you to quickly detect any risks to the enrollee and take the appropriate action of care.

Please refer enrollees to the Bright Start program by calling AmeriHealth Caritas DC's Rapid Response and Outreach team at **1-877-759-6224** or by filling out the Enrollee Intervention Request Form and faxing it to **1-888-607-6405**.

We look forward to continuing to work together to improve health outcomes for mothers and infants in the District.

Sincerely,

Market President and Chief Executive Officer, AmeriHealth Caritas District of Columbia

¹ DC Health Matters, "Healthy People 2030 Progress Tracker," accessed August 17, 2021, <https://www.dchealthmatters.org/indicators/index/dashboard?alias=hp2030>.

General updates



Bobbie Monagan
Director of Provider
Network Management

Our new Director of Provider Network Management

We are pleased announce that Bobbie J. Monagan has joined AmeriHealth Caritas DC as the Director of Provider Network Management. Bobbie joined the company in late July and comes to the plan with more than twenty years of health care experience with a concentrated focus in health plan contracting. Her responsibilities include value-based contracting,

creating new and supporting existing company initiatives, and collaborating with internal and external stakeholders to ensure enrollees have access to the best quality care via a robust provider network. Welcome, Bobbie!

Remind your patients to get a flu shot

According to the Centers for Disease Control and Prevention (CDC), receiving a flu vaccine is more important than ever to minimize the spread of the flu and help reduce the strain on health care systems responding to the COVID-19 pandemic. Accordingly, we want to remind you that your patients age 6 months and older should get a flu vaccine, regardless of whether they have received the COVID-19 vaccine.

AmeriHealth Caritas DC enrollees may go to their primary care provider or a pharmacy in our network with a photo ID and an AmeriHealth Caritas DC ID card to receive a flu shot at no cost. We are reaching out to our enrollees, and we ask that you also spread the word to your patients. If an AmeriHealth Caritas DC enrollee does not know where to go to get their flu shot, please direct them to call our Community Outreach Solutions team at **202-216-2318**.

While everyone should get a flu shot each year, it is especially important for the following groups who are at high risk of developing serious flu-related complications:

- Pregnant women
- Adults age 65 and older
- Children younger than age 5
- People of any age with certain chronic health conditions including asthma, diabetes, heart disease, cancer, and HIV/AIDS

For more information, visit www.cdc.gov/flu/highrisk/index.htm.

Introducing emotional support via text as a new benefit for enrollees

Background

Emotional support via text is designed to support enrollees whenever they need it—24 hours a day, seven days a week. When they sign up for the service, they are connected to a behavioral health coach. Coaches can help enrollees with daily challenges such as stress, sleep habits, issues with work, relationships, and more.

How does this service support my patients?

Emotional support via text is not meant to replace enrollees' current providers. Instead, it is a supplemental service enrollees can rely on as needed between appointments. Any enrollee who is age 13 or older can use emotional support via text whether or not they have another behavioral health provider or a behavioral health condition.

Ginger and MindRight

AmeriHealth Caritas DC has contracted with two companies, Ginger and MindRight, to provide emotional support via text. MindRight specializes in services for teens and young adults and will work with enrollees ages 13 – 20. Ginger will provide services to adults ages 21 and older.

AmeriHealth Caritas DC enrollees can visit this website to learn about emotional support via text, or they can get started right away:

- Enrollees age 21 and older can access Ginger by downloading the Ginger App from the Google Play™ store or Apple App Store®
- Enrollees ages 13 – 20 can access MindRight by texting “**AmeriHealth**” to **886-886**

Please help us direct your patients who are AmeriHealth Caritas DC enrollees to this new service so they can get the support they need. For questions about emotional support via text, contact Enrollee Services at **1-800-408-7511**.

CARE Card Rewards Program

AmeriHealth Caritas DC launched a new enrollee rewards program on October 1, 2021. With the CARE Card Rewards Program, enrollees can receive funds for completing certain health screenings or visits. When a claim is processed for an eligible rewards activity, the enrollee will receive a CARE Card in the mail with the funds applied. For more information, please visit amerihealthcaritasdc.com/member/eng/care-card.aspx.

Behavioral health updates

Integrated Care Technical Assistance (ICTA) Program

Are you looking for ways to better address the needs of your patients with complex conditions? Is your practice preparing for managed care contracts or value-based payment arrangements?

Join the ICTA Program! The ICTA Program is designed to enhance your practice's ability to deliver person-centered care across the care continuum; use population health analytics to address complex medical, behavioral health, and social needs; and engage leadership to support value-based care. Integrated whole-person care has been shown to improve patient outcomes and increase beneficiary satisfaction.

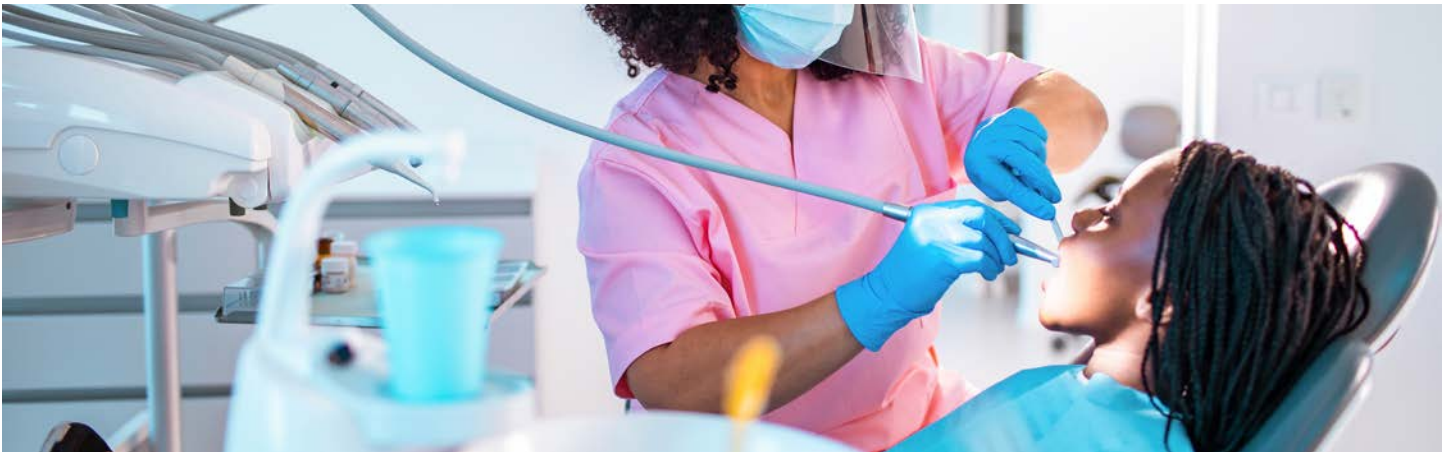
Individualized assistance is available to District of Columbia Medicaid providers through practice coaching, webinar sessions, learning collaboratives, and the virtual learning community website.

- Access learning resources at www.integratedcaredc.com/learning
- Sign up for program announcements and/or coaching at www.integratedcaredc.com/signup-form

The ICTA Program is managed by the District of Columbia's Department of Health Care Finance in partnership with the D.C. Department of Behavioral Health. Training and technical assistance are provided by Health Management Associates, a leading independent national research and consulting firm.

For more information about the program, visit www.integratedcaredc.com.





Dental updates

Top 10 provider groups

Congratulations to our top 10 dental provider groups for providing high-quality dental care.

Hero Dental of Washington DC	Unnity Health Care Inc.
Mary's Center for Maternal and Child Care Inc.	SHARMIN DENTAL CLINIC PC
Kool Smiles DC PC	Dental Dreams PLLC
El Altmon DDS MBA PC	DerEeje Bereded
Dr. David M. Vieth PC	A Great Smile Dental Care PLLC

These groups excelled at providing dental sealants, cleanings, and dental services to their patients.

Also, we are pleased to announce that this year, 53 provider groups were eligible for enhanced compensation based on quality and cost efficiency measures that align with National Committee for Quality Assurance (NCQA) standards of care.

PerformPlus®

The AmeriHealth Caritas DC PerformPlus program provides performance-based financial incentives beyond a primary dental provider practice's base compensation. Incentive payments are based on the performance of the provider's group practice and not on individual performance (unless the participant is a solo provider).

The program is founded on the following performance components:

- Medicaid Agency required measures
- Quality metrics
- HEDIS HPV vaccination rates
- Low-acuity ER rates

If you are interested in participating in the PerformPlus program, please contact Kelli Johnson at **202-408-3968**.

Web resources

Follow the links below to view some of our valuable dental resources:

- [Same-day sealant workflow](#)
- [Dental periodicity schedule](#)
- [HPV vaccination recommendations](#)

Pharmacy updates

Please visit the Pharmacy section of our provider webpage for up-to-date pharmacy information, including:

- Preferred drug list
- Pharmaceutical management procedures
- Prior authorization criteria and procedures for submitting a prior authorization request

Contact Provider Pharmacy Services at **1-888-602-3741** if you have any questions.



Important reminders

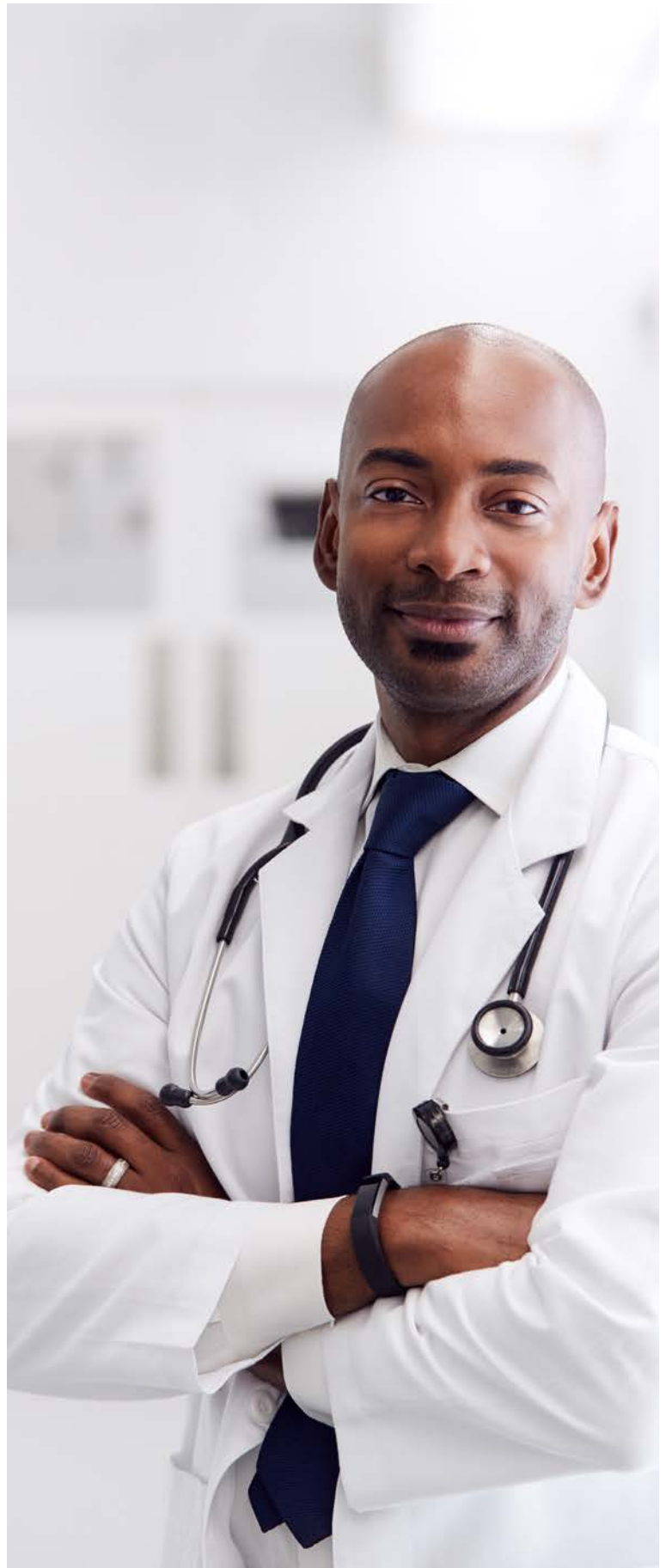
How to refer patients for complex care management

AmeriHealth Caritas DC provides complex care management services for enrollees who have chronic conditions or behavioral health needs. The program is designed to support your plan of care for your patients by focusing on prevention, education, lifestyle choices, and adherence to a treatment plan. The Care Management team consists of registered nurses, social workers, and Care Connectors who help enrollees overcome barriers and develop plans to help them achieve their health care goals. In addition to care plan coaching and assistance, Care Management associates can help enrollees arrange transportation to their appointments, refill their prescription medications on time, and schedule follow-up appointments. If you have a patient who would benefit from complex care management, please let us know by calling the Rapid Response and Outreach team at **1-877-759-6224**. A patient or their caregiver may call this number to enroll in the Care Management program as well. Alternatively, you can fill out the Let Us Know Enrollee Intervention Form found [here](#) and fax it to **1-888-607-6405**.

Access to Utilization Management staff

The AmeriHealth Caritas DC Utilization Management department and Behavioral Health Utilization Management department hours of operation are 8 a.m. to 5:30 p.m., Monday through Friday. The general Utilization Management department phone numbers are **202-408-4823** or **1-800-408-7510**. The general Utilization Management department fax numbers are **202-408-1031** or **1-877-759-6216**. The Behavioral Health Utilization Management department phone number is **1-877-464-2911** and the fax number is **1-855-410-6638**.

After business hours and on weekends and holidays, health care providers and enrollees are instructed to contact the on-call nurse through AmeriHealth Caritas DC Enrollee Services at **202-408-4720**. After obtaining key contact and enrollee information, the Enrollee Services representative will page the on-call nurse. The on-call nurse will obtain the necessary information from the health care provider and/or enrollee to process the request. The on-call nurse will call the on-call physician reviewer to review the request, if necessary. The on-call nurse is responsible for contacting the requesting health care provider or enrollee with the outcome of their request.





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