

Spring 2022

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# A message from the Market President

## The importance of culturally responsive care

Over the past couple of years, studies on COVID-19 vaccine hesitancy have brought awareness to the prevalence of public distrust in health care systems. As we slowly emerge from the pandemic, there is no better time to remind ourselves about the importance of building trusting relationships with our enrollees and your patients. A crucial factor for earning their trust is [cultural responsiveness](#).

That's why AmeriHealth Caritas District of Columbia (DC) strives to equip its providers with the tools to provide culturally responsive health care services to your patients. Health care services that are respectful of and responsive to the health beliefs, practices, and cultural and linguistic needs of diverse patient populations are more effective at improving individuals' quality of life.

The following are just a few of the [factors](#) AmeriHealth Caritas DC and its providers should consider to best serve patients and enrollees:

- Preferred language
- Health, healing, and wellness belief systems
- Gender identity
- Ability
- Literacy
- Perception of illness, disease, and their causes
- Patients' behaviors and their attitudes toward health care providers
- Trauma history (see [article](#) on trauma-informed care)

Looking at the world exclusively through one's own limited set of values can compromise the delivery of services to patients who belong to different communities. Continuing to educate ourselves on topics related to identity and experience will improve our understanding of these communities, help us build trusting relationships with them, and have greater positive impacts on their health.

To access AmeriHealth Caritas DC's cultural responsiveness resources, including courses for continuing education, please visit <https://www.amerihhealthcaritasdc.com/provider/resources/clas/index.aspx>. It is also important that AmeriHealth Caritas DC has your race, ethnicity, and language information on file, so we can help pair enrollees with a provider who matches their preferences if they request it. Please update your race, ethnicity, and language information using the [Provider Data Intake Form](#).

Thank you for your commitment to providing culturally responsive care. If your practice has any questions about treating patients with limited English proficiency, low literacy, and/or sensory impairments, or if you have questions or ideas regarding culturally responsive care, please let your Provider Account Executive know.

Sincerely,

Karen Dale, Market President, AmeriHealth Caritas District of Columbia  
Chief Diversity, Equity, and Inclusion Officer, AmeriHealth Caritas Family of Companies

# General updates

## Well-child visits

The COVID-19 pandemic led to increased care gaps for many patients in the District and across the country.<sup>1</sup> As we work with you to close the gaps, well-child visits are a top concern. Prioritizing well-child visits will help enrollees younger than age 21 engage in prevention, get assistance with educational and social needs that may have emerged during the pandemic, and continue to grow and develop healthfully. Please review the following reminders regarding well-child visits:

- Providers **will be compensated** for enrollee well-child visits:
  - **Whether or not it has been 12 months since the enrollee's last visit.** Unlike commercial insurance, AmeriHealth Caritas DC will cover well-child visits regardless of the date of the enrollee's last visit.\*
  - **For which the provider is not the primary care provider (PCP) of record for the enrollee.** While enrollees are encouraged to see their PCP, they do have the freedom and flexibility to see any AmeriHealth Caritas DC contracted provider for services, including their well-child visit.\*
- If possible, please try to accommodate well-child exams for enrollees and their siblings on the same day.
- Enrollees may be eligible to receive \$50 on their CARE card for completing a well-child visit. See the article below on the CARE Card Rewards program for more information.

## Balance billing reminder

This is a reminder that AmeriHealth Caritas DC enrollees should not be balance billed by participating providers. AmeriHealth Caritas DC continues to receive numerous complaints from enrollees who have been inappropriately balance billed for services rendered by a participating provider. To review AmeriHealth Caritas DC's policy related to balance billing, please refer to section IX of the provider manual. If you have any questions, please contact your Provider Account Executive or the Provider Services department at **202-408-2237**.

\*Coverage is subject to all other claims and credentialing requirements.

1. Czeisler MÉ, Marynak K, Clarke KE, et al. Delay or Avoidance of Medical Care Because of COVID-19-Related Concerns — United States, June 2020. MMWR Morb Mortal Wkly Rep 2020;69:1250–1257, <https://www.cdc.gov/mmwr/volumes/69/wr/mm6936a4.htm>

## New Enrollee Wellness and Opportunity Center

AmeriHealth Caritas DC's new Enrollee Wellness and Opportunity Center will open this summer at 1209 Good Hope Road, Southeast, Washington, D.C. Be on the lookout for the announcement of the grand opening.

## Smoking cessation programs

AmeriHealth Caritas DC has programs to help your patients and our enrollees quit smoking. We partner with Breathe DC to offer smoking cessation group sessions and can connect enrollees to other local resources. To sign up for a program, enrollees can call the Community Outreach Solutions team at **202-216-2318**. To refer a patient to a program, please contact the Rapid Response Outreach team at **1-877-759-6224**.

## CARE Card Rewards Program

AmeriHealth Caritas DC launched the CARE Card Rewards Program on October 1, 2021. The CARE Card Rewards Program features a reloadable CARE Card, which can be used for purchases at participating retailers. Enrollees can earn rewards for completing eligible health visits and screenings. When a claim is processed for an eligible activity, the enrollee will receive a CARE Card in the mail with the funds applied to the card. Enrollees can activate their card, check their balance, and check item eligibility by calling **1-888-682-2400**, using the OTC Network® Mobile App, or visiting [www.myotccard.com](http://www.myotccard.com). If providers or enrollees have any questions, please call Enrollee Services at **1-800-408-7511 (TTY 1-800-570-1190)** or visit [www.amerhealthcaritasdc.com/carecard](http://www.amerhealthcaritasdc.com/carecard).

## Health and wellness programs

Did you know we offer programs to your AmeriHealth Caritas DC patients that support their health and wellness goals? We can help enrollees manage diabetes, hypertension, pregnancy, asthma, and more. Visit our [Health Programs page](#) to learn more.



# Behavioral health updates

## What is the behavioral health provider scorecard?

As we move toward models of value-based care, sharing outcomes data with providers is a key step toward higher quality integrated behavioral health care. One way that AmeriHealth Caritas DC shares this information with behavioral health providers is through quarterly scorecards that describe provider performance on different sets of measures.

These scorecards look at performance metrics in behavioral and physical health HEDIS® measures, hospital utilization measures, social determinants of health, and customer satisfaction surveys. If you would like to have a one-on-one meeting to implement quality improvement processes, we will help tailor an individualized program for your practice. Please contact our value-based program manager, Kelli Johnson, at [kjohnson3@amerihealthcaritas.com](mailto:kjohnson3@amerihealthcaritas.com).



## Emotional support via text

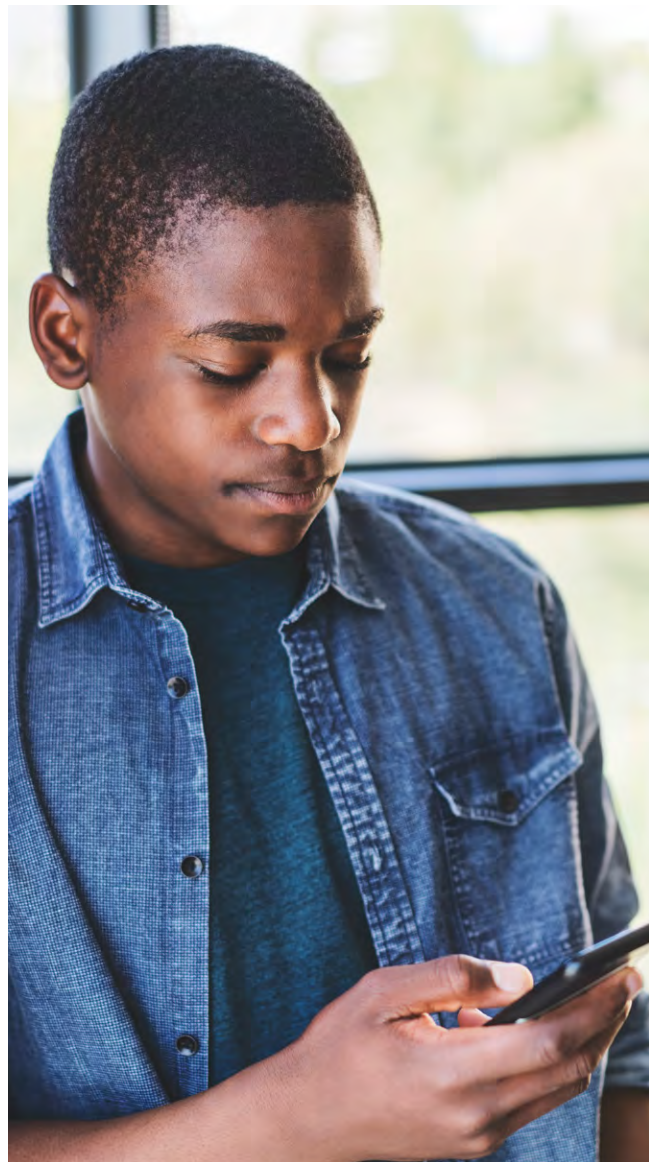
If you haven't heard yet, emotional support via text is available to enrollees and designed to support them whenever they need it — 24 hours a day, seven days a week. When enrollees sign up for the service, they are connected with a behavioral health coach. Coaches can help enrollees with daily challenges such as stress, sleep habits, issues with work, relationships, and more. The service is not meant to replace enrollees' current providers. Instead, it is a supplemental service enrollees can rely on as they need between appointments. Enrollees ages 13 and 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 to 20. Ginger will provide services to adults ages 21 and older. AmeriHealth Caritas DC enrollees can visit the [behavioral health page](#) on our website to learn about emotional support via text, or they can get started right away:

- Enrollees ages 21 and older can access Ginger by downloading the Ginger App from Google Play™ or the Apple App Store®
- Enrollees ages 13 to 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**.





## Dental updates

### Silver diamine fluoride news

On October 1, 2021, the World Health Organization (WHO) announced the addition of silver diamine fluoride (SDF) to its list of essential medications.

Did you know AmeriHealth Caritas DC covers SDF as a benefit for both adults and children? Studies show that SDF is an effective tool for managing caries and alleviating pain in dental emergencies. It can be especially helpful during the COVID-19 pandemic, as it helps to arrest caries until definitive treatment can be provided.

AmeriHealth Caritas DC has a resource to assist you in implementing the use of silver diamine fluoride in your practice. You can access this resource by visiting [www.amerhealthcaritasdc.com/pdf/provider/resources/silver-diamine-fluoride-coverage.pdf](http://www.amerhealthcaritasdc.com/pdf/provider/resources/silver-diamine-fluoride-coverage.pdf).

# Important reminders

## Practitioner rights

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

- Review their credentialing information obtained from outside sources with the exception of references, recommendations, and peer-protected information obtained by the plan.
- Correct erroneous information. Corrections may be submitted in writing at any time during the review process by mail, email, or fax.
- Be informed of the status of credentialing or recredentialing applications, upon request. The Credentialing Department will share all information with the provider with the exception of references, recommendations, or peer-review protected information. Requests can be made via phone, email, or in writing. The Credentialing Department will respond to all requests within 24 business hours of receipt. Responses will be communicated via email or phone call to the provider.
- Receive notification within 60 calendar days of the credentialing committee's decision.
- Appeal any credentialing or recredentialing denial within 30 calendar days of receiving written notification of the decision.

**To request or provide information for any of the above, please contact AmeriHealth Caritas District of Columbia's Credentialing department.**

Mailing address:

**Attn: Credentialing Department**  
AmeriHealth Caritas District of Columbia  
3875 West Chester Pike  
Newtown Square, PA 19073

Email: [credentialingdc@amerihealthcaritasdc.com](mailto:credentialingdc@amerihealthcaritasdc.com)

Phone: 1-877-759-6186

Fax: 215-863-6369

## Enrollee Rights and Responsibilities

AmeriHealth Caritas DC is committed to complying with all applicable requirements under federal and state law and regulations pertaining to enrollee privacy and confidentiality rights. Please review the Enrollee Rights and Responsibilities on our [website](#).





**AmeriHealth Caritas**<sup>™</sup>  

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**District of Columbia**

[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)

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GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**