

Table of Contents

A message from the Market President 2

General updates 3

- Remind your patients to get a flu shot 3
- COVID-19 vaccines and boosters..... 3
- Prior authorization reminders..... 4
- Updating your practice's information 4
- AmeriHealth Caritas DC mobile app 4
- Wellness Advisory Councils..... 4
- Encourage your AmeriHealth Caritas DC patients to complete the CAHPS survey 4
- Stay up to date on the latest from Integrated Care DC 4

Behavioral health updates 5

- New number to call for a mental health crisis: 988..... 5

Dental updates..... 6

- Introducing Oral Care Connect..... 6

Pharmacy updates..... 6

Important reminders..... 7

- How to renew eligibility for Alliance and ICP enrollees 7
- How to refer patients for complex case management..... 7
- Access to utilization management staff..... 7





A message from the Market President

The new Enrollee Wellness and Opportunity Center

I am delighted to share that the new AmeriHealth Caritas District of Columbia (DC) Enrollee Wellness and Opportunity Center will open its doors in early 2023. The previous Wellness Center, which closed in 2019 in anticipation of a move to a larger space, was a hub for enrollees to participate in numerous wellness activities — whether physical, mental, social, or financial. The new Center offers those activities and more, including:

- Fitness classes, including Zumba®, yoga, and aerobics
- Healthy cooking classes and advice on healthy eating
- Résumé assistance
- Finance classes
- Walk-in help with care management with no appointment needed
- One-on-one help with benefits or other questions
- Kids' Zone for children

During the postponement of the new Center's opening due to COVID-19, there was something else that enrollees could not access there: community. The Wellness and Opportunity Center is a space where enrollees connect with us and one another, support each other's health and wellness goals, and form meaningful friendships. Fostering these connections and getting to know our enrollees is an important part of what we do.

As such, it is an honor to be able to welcome our enrollees to the new Wellness and Opportunity Center. The Center is located at 1209 Good Hope Road SE, Washington, DC 20020, and its hours are 9 a.m. – 5 p.m., Monday through Friday. Please help us spread the word! Enrollees may call our Community Outreach Solutions team at **1-877-759-6224** for more information or to sign up for classes and activities.

Sincerely,

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

General updates

Remind your patients to get a flu shot

It's influenza (flu) season! Accordingly, we want to remind you that the Centers for Disease Control and Prevention (CDC) recommends that people ages 6 months and older get a flu shot, with few exceptions.¹ We are reaching out to our enrollees, and we ask that you help spread the word to your patients.

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. **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:²

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

To view the CDC's flu vaccine recommendations and updates for the 2022 – 2023 season, please visit <https://www.cdc.gov/flu/season/faq-flu-season-2022-2023.htm>.



COVID-19 vaccines and boosters

As COVID-19 cases continue to rise, vaccinations and boosters are especially important this season. The CDC recommends that people ages 6 months and older get vaccinated for COVID-19.³ People ages 6 months and older are also recommended to get the COVID-19 booster to best protect themselves from the virus.⁴

AmeriHealth Caritas DC enrollees seeking vaccine appointments can sign up for email alerts and register for an appointment at <https://coronavirus.dc.gov/page/get-vaccinated>. DC residents ages 6 months and older may also visit walk-up sites to get their vaccines and boosters. No appointment is needed!

If an AmeriHealth Caritas DC enrollee needs transportation to their appointment, please direct them to call us at **1-800-315-3485**. Enrollees can also schedule an at-home appointment by calling **1-855-363-0333**.

To view the CDC's COVID-19 vaccine and booster recommendations and updates, please visit <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

1. "Frequently Asked Influenza (Flu) Questions: 2022-2023 Season," Centers for Disease Control and Prevention, <https://www.cdc.gov/flu/season/faq-flu-season-2022-2023.htm>.

2. "People At Higher Risk of Flu Complications," Centers for Disease Control and Prevention, <https://www.cdc.gov/flu/highrisk/index.htm>.

3. "Stay Up to Date With COVID-19 Vaccines and Boosters," Centers for Disease Control and Prevention, <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/stay-up-to-date.html>.

4. "Covid Centers," Coronavirus.DC.Gov, <https://coronavirus.dc.gov/covidcenters>.

Prior authorization reminders

Please keep the following in mind when providing care to AmeriHealth Caritas DC enrollees.

- Check AmeriHealth Caritas DC’s formulary when prescribing medications. The formulary can be found at <https://www.amerihealthcaritasdc.com/provider/resources/pharmacy.aspx>.
- Complex radiological screenings and tests, such as MRIs, MRAs, CAT scans, etc., require prior approval from National Imaging Associates, Inc. (NIA). These requests can be made via phone by calling 1-877-517-9177 or online at www.RadMD.com.

Visit <https://www.amerihealthcaritasdc.com/provider/resources/prior-auth.aspx> for more information regarding prior authorization requirements.

Updating your practice’s information

Maintaining accurate and up-to-date provider demographic information is very important to AmeriHealth Caritas DC. The information we maintain on your practice is used to create our print and online provider directories, and AmeriHealth Caritas DC enrollees rely on the accuracy of these directories when choosing their providers.

At your earliest convenience, please find your practice’s listing in AmeriHealth Caritas DC’s [provider directory](#). If the listing is not accurate, please complete the [Provider Data Intake Form](#) and email it to DLACFCProviderUpdates@amerihealthcaritas.com or fax it to 202-408-1277.

AmeriHealth Caritas DC mobile app

With the AmeriHealth Caritas DC mobile app, enrollees can conveniently access their digital ID card, find a provider, and manage their medications. Please direct your enrollees to <https://www.amerihealthcaritasdc.com/member/eng/mobile-app.aspx> or use the QR code for instructions to download the app on iPhone or Android under the name “AHC Mobile.”



Wellness Advisory Councils

AmeriHealth Caritas DC is recruiting enrollees for its Member Wellness Advisory Council (MWAC) and a Youth Wellness Advisory Council (YWAC). MWAC and YWAC bring together enrollees to share ideas, make recommendations, and advise us on how to improve our programs and services. Participation is a great way for enrollees to make a difference! MWAC members are age 21 and older, YWAC members are

age 20 and younger, and both Council meetings currently take place online. Please direct enrollees who are interested to call the Community Outreach Solutions team at 202-216-2318.

Encourage your AmeriHealth Caritas DC patients to complete the CAHPS survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is an opportunity for enrollees to provide feedback on their experiences with AmeriHealth Caritas DC, its providers, and the health care services they receive. Beginning in March 2023, SPH Analytics, on behalf of AmeriHealth Caritas DC, will begin inviting a random selection of enrollees to complete this annual satisfaction survey.

Please encourage your enrollees who receive the CAHPS survey to complete it. Survey responses are completely anonymous and help us serve our enrollees by informing our programs and services. Scores are reported to the public and contribute to our National Committee for Quality Assurance (NCQA) score.

Survey questions include but are not limited to:

- Enrollee’s ability to get necessary care and treatment
- Enrollee’s access to their PCP or specialist
- Enrollee’s customer service interactions
- Enrollee rating on the helpfulness of information provided by their health plan

Please note that the survey enrollees receive will not read “Consumer Assessment of Healthcare Providers and Systems” or its acronym, “CAHPS.” The identifying marks on the survey will be the AmeriHealth Caritas DC logo on the survey itself and “SPH Analytics” (our vendor) on the envelope.

Thank you for your continued support and commitment to the care of our enrollees.

Stay up to date on the latest from Integrated Care DC

We encourage our providers to check out Integrated Care DC. Integrated Care DC is committed to engaging with Medicaid practices and providers, partners, and community stakeholders throughout the District.

[SUBSCRIBE HERE](#) to stay informed on all Integrated Care DC webinars, [resources](#), and [in-person events](#).



Behavioral health updates

New number to call for a mental health crisis: 988

On July 16, 2022, the National Suicide Prevention Lifeline became a shorter phone number that will make it easier for people to remember and access mental health services: **988**. When someone calls or texts the lifeline, they will receive free and confidential emotional support 24 hours day, seven days a week. The 988 Suicide & Crisis Lifeline significantly expands the capacity of call centers to connect people experiencing mental health crises directly to mental health professionals; police officers and emergency medical technicians (EMTs) are not always trained or comfortable de-escalating emergency situations involving mental illness.

When a person calls **988**, a certified counselor at a call center will guide them through the crisis. The majority of cases do not require additional intervention. If more help is needed, a mobile crisis team made up of mental health experts and peer support counselors may be dispatched. If those interventions are not sufficient, **988** may also direct people to stabilization facilities — mental health facilities where trained staff can observe and provide additional counseling and support — or residential facilities for longer term care.

The 988 Suicide & Crisis Lifeline is one of the country's largest investments in mental health services in decades. It encompasses:

- Hiring more people to field phone lines,
- Training 911 dispatchers to route mental health emergencies to 988,
- Support of text and chat to reach younger people, who increasingly shoulder a larger burden of mental health issues in the United States, and
- Connection to follow-up care, so that the focus is not just on resolving the crisis, but also on sustained mental wellness and recovery. Callers should leave the encounter with a list of community mental health clinics that can provide same-day or next-day appointments.

There is a lot of work to be done to ensure that every DC resident knows about **988** and is willing to reach out if they need it. Please help us spread the word!



Dental updates

Introducing Oral Care Connect

We are pleased to announce Oral Care Connect, a new value-based compensation program launching in January 2023 for participating OB/GYN providers. The goal of the program is to facilitate dental care for pregnant enrollees in specific physical health cohorts to improve health and overall well-being. To accomplish this goal, the aim is for physicians and staff to engage enrollees in oral health-focused conversations relating to physical health conditions and refer them to network dental providers participating in Oral Care Connect.

Oral Care Connect involves three main components:

1. A broad-based education and awareness outreach effort aimed at OB/GYN providers and internal stakeholders to inform them about the importance of dental and oral health care during pregnancy, as well as the improved pregnancy outcomes facilitated by the management of oral and dental disease.
2. Distribution of focused outreach to the identified enrollees.
3. An incentive opportunity for OB/GYNs treating enrollees to have them engage in more focused referrals to dentists.

For details about Oral Care Connect, please visit www.amerhealthcaritasdc.com/provider/resources/oral-care-connect.

Pharmacy updates

Please visit the [Pharmacy section](#) of our provider website 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 renew eligibility for Alliance and ICP enrollees

The Public Health Emergency in Washington, DC, ended on July 25, 2022. As a result, all Alliance and ICP enrollees need to renew their coverage at some point in the next six months. For some enrollees, coverage expired on August 31, 2022. Enrollees in these programs will begin receiving notices in the mail beginning 90 days prior to losing eligibility.

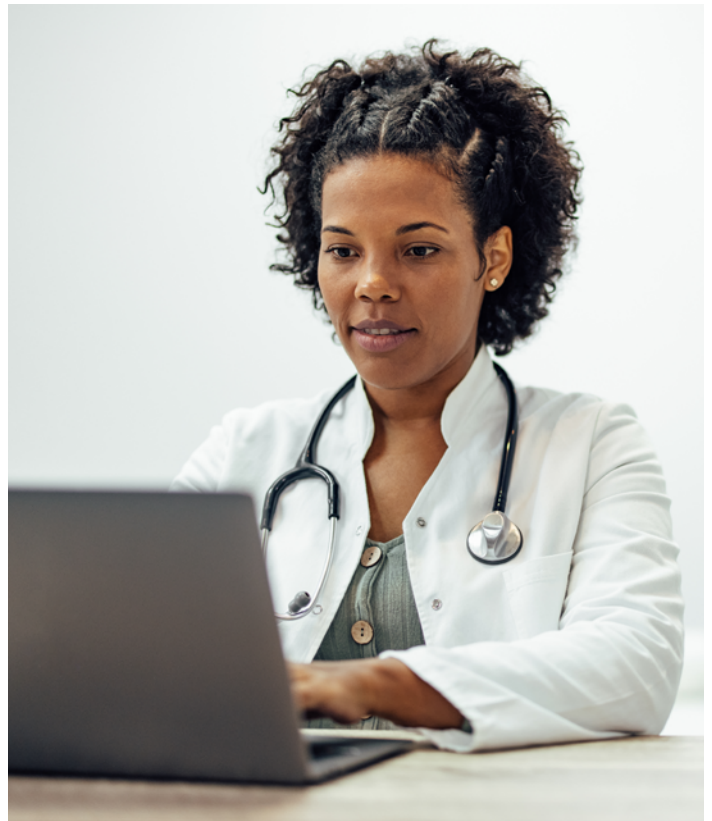
There are three ways enrollees can renew their eligibility:

- Visit <https://districtdirect.dc.gov> and register.
- Call the Department of Human Services Economic Security Administration (ESA) Service Center at **202-727-5355** or the Language and Translation Line **1-855-532-5465**.
- Drop off renewal documents at an ESA Service Center. To find a location, visit <https://dhs.dc.gov/service/find-service-center-near-you>.

Please encourage your Alliance and ICP patients to act on their renewal notices as soon as possible, so they do not experience gaps in coverage. For questions, enrollees may call Medicaid Enrollee Services at **1-800-408-7511** (TTY **1-800-570-1190**) or Alliance Enrollee Services at **1-866-842-2810** (TTY **1-800-570-1190**).

How to refer patients for complex case management

AmeriHealth Caritas DC provides complex case 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. – 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.



AmeriHealth *Caritas*[™]
District of Columbia

www.amerihealthcaritasdc.com

ACDC_222336151

All images are used under license for illustrative purposes only.
Any individual depicted is a model.



This program is funded in part
by the Government of the
District of Columbia Department
of Health Care Finance.



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR