



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: May 31, 2023

Subject: New Tools Available in NaviNet — Medicaid Member Annual Eligibility Redetermination

Dear Provider,

In an effort to help ensure that AmeriHealth Caritas District of Columbia (DC) enrollees continue to receive Medicaid benefits from the Department of Healthcare Finance (DHCF) Medicaid program, AmeriHealth Caritas DC has launched two new tools in the NaviNet provider portal that will allow providers to view upcoming Medicaid Member Annual Eligibility Redetermination (Recertification) dates. The following tools are now available in the NaviNet Provider Portal:

- **Medicaid Member Annual Eligibility Redetermination Popup Alert**
In the Eligibility and Benefits Screen under the Patient Alert Details popup, there will be a new “Redetermination Report” link that, when clicked, will display the enrollee’s upcoming eligibility redetermination date. The new pop-up alert will be very similar to the existing Care Gap and PCP History alerts and will be available to all provider types.
- **Medicaid Member Annual Eligibility Redetermination Report**
In the Administrative Report Inquiry section, a new report will be available for PCPs under the report list dropdown that provides a full list of all members on your roster who have upcoming eligibility redetermination dates. The report will be available for PCPs to download in both PDF and excel formats.

Call to Action:

You can use these new tools to verify AmeriHealth Caritas DC members’/your patients’ Medicaid Annual Eligibility Redetermination status. If you receive an alert or report in NaviNet that indicates your plan member has an upcoming eligibility redetermination date, you can help ensure their continued coverage by stressing the urgency of timely recertification and directing those in need of assistance to us at 202-408-4720.

Timely recertification is important because it:

- Helps ensure continuity of care for our plan members/your patients.
- Eases administrative burden when verifying member eligibility.
- Avoids the need for resubmission of prior authorization requests for certain services that may be required due to gaps in care caused by lapsed Medicaid coverage.
- Supports timely deeming of newborns as Medicaid eligible and ensures mom and baby are both on the AmeriHealth Caritas DC plan.

If you have any questions, please feel free to contact your AmeriHealth Caritas DC Provider Account Executive or

Provider Services at 202-408-2237. AmeriHealth Caritas DC enrollees who require assistance should be directed to us at 202-408-4720.