



AmeriHealth Caritas[™]
District of Columbia

To:	AmeriHealth Caritas DC Primary Care Providers (PCPs)
Date:	August 2, 2021
Subject:	Coming Soon! New program encourages PCPs to proactively schedule routine office visits.
Summary:	Anticipated in the third quarter 2021, AmeriHealth Caritas DC is launching a “Prospective Outreach Program” to encourage you (PCPs) to proactively outreach to and schedule routine office visits for your patients (our enrollees) who might be due for routine care. The program includes a one-time administrative payment for each eligible visit completed, when all program requirements are met. Read on to learn more about this new program.

About the program:

When was the last time you saw “John Doe” or “Mary Smith” in your office? AmeriHealth Caritas District of Columbia’s (AmeriHealth Caritas DC) new Condition Optimization **Prospective Outreach Program** is coming soon and will encourage you to reach out to your patients (our enrollees) who might be due for a routine visit.

How does the program help PCPs?

As part of AmeriHealth Caritas DC’s ongoing efforts to assess your patients’ (our enrollees’) chronic health conditions, we are offering this program to help PCPs:

- Identify patients who may be “due” for routine care.
- Proactively outreach to and schedule the identified patients.
- Complete scheduled routine visits, including evaluation of any chronic health conditions and creation of a medically-appropriate treatment plan.
- Report accurate and up-to-date patient diagnosis information to the health plan by completing a few simple program steps.

What about the administrative investment of participation?

The program includes a one-time administrative payment for each eligible visit completed, when all program requirements are met.

Please look for additional information, including training opportunities, to be released summer 2021.



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Program name reminder and components:

As a reminder, **Condition Optimization** was formerly known as the *Intensive Case Management (ICM) program*. There are two components to this program:

- **PCP Retrospective** Outreach component includes reviewing and updating diagnostic information previously-reported via claims submission.
- **PCP Prospective** Outreach is the new component described above and anticipated to launch in third quarter 2021. This component includes outreach to enrollees to encourage scheduling routine appointments.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our enrollees. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 202-408-2237 or 1-888-656-2383.