



PROVIDER ADVISORY REPORT

August 31, 2022

5:30PM - 7:00PM
VIRTUAL - ZOOM

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**BACK TO
School**

EXECUTIVE SUMMARY

To support local providers and increase access to care for those they serve, AmeriHealth Caritas DC designed and developed the Provider Advisory Committee (PAC). The PAC is an opportunity for DC metro area providers to directly engage with AmeriHealth program leadership and elicit answers to their most pressing questions.

The mission of the AmeriHealth Caritas DC (AmeriHealth) Provider Advisory Committee is to create a partnership with provider organizations and community-based organizations who share the same goals and values, that are focused on helping DC residents obtain access to care, stay well, and build healthy communities. This committee provides critical input on innovative and collaborative strategies focusing on effective integration of care coordination and care management programs, as well as other programs to achieve desired outcomes. AmeriHealth finds it is vital to their mission that they collaborate with providers and community-based organizations to proactively improve the health status of those they serve. Increased emphasis on medical outcomes, preventive care, and other social determinants of health will reward all stakeholders.

The August 31, 2022, PAC session focused on **Back-to-School health initiatives** and served as an informative platform which was effective and provided the participants with information and tools to help serve our younger enrollees. Participants were able to ask questions and get direct responses from leadership in AmeriHealth Caritas DC. The topics covered ranged from Early and Periodic Screening, Diagnostic and Treatment, COVID-19 vaccination and Well-Child Immunization, Urgent Care, Nutrition, Pharmacy, Social Determinants of Health Resources and Health Literacy. Each topic garnered a number of questions by the participants. The AmeriHealth team was able to successfully answer all of the questions to the participants' satisfaction.

The following programs were well received by the providers:



Produce Rx Program: Providers can refer patients by calling AmeriHealth, using the "Let Us Know" form, or directly using the Mom's Meals referral form.



Collection of Social Determinates of Health (SDOH): By conducting a health risk assessment and collecting SDOH information, then adding the appropriate codes to the claim, providers are able to help themselves and AmeriHealth see the gaps that need to be addressed to better help the patient.

OVERVIEW

AmeriHealth Caritas DC held its Provider Advisory Committee meeting on [redacted] and Eastern participants were [redacted] and Care, Literacy. Screening well wellness of closing the concluded the and and

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OVERVIEW *...continued*

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Questions & Answers

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Question by Barbara Monagan, for Amena Hamilton, regarding *Early and Periodic Screening, Diagnostic and Treatment (EPSDT)*:

Have you received any feedback from enrollees when you speak with them during these campaigns?

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Question by Eric Tchuigoua (attendee), open for anyone regarding Pharmacy:

How do we convey this benefit information to our patients and the pharmacy? How does it really work?

Response by Ronnie Harris: Providers write a prescription for the OTC product as they would for any other prescription. Meaning if you call them in or fax them in or just write them out, do it the same way as any other prescription. Your patient will then take that prescription to the pharmacist and our in-network pharmacies know how to handle it from there.

Questions & Answers ...continued



Question by Barbara Monagan, for Kelli Johnson, regarding Social Determinants of Health:

How successful are you in bringing awareness of this incentive program?

Response: It has been a heavy lift. We are currently the only organization reimbursing for the Z codes. We started with our behavior health providers, and we started to see movement there. Behavioral health providers are doing the social risk assessments but are stopping there by not taking the next step of adding the Z codes. We do believe this incentive will help because this is on top of what you can get in the quality enhancement program.

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Question by Barbara Monagan, for Kelli Johnson, regarding Social Determinants of Health:

So I heard you say there is opportunity in the behavioral health space where they are performing these services, so do you think there are similar efforts within the other provider practices and they too are just not inputting the Z codes?

Response: I am seeing that the social screening about housing, transportation, and food, etcetera, are being asked but then providers tend to stop at that point and are not doing the next step of adding that code in the claim. Perhaps providers need help with this or training for their staff in how to code that?



Question by Dr. Bland (attendee), open for anyone:

I am not a PCP; is there a way I can participate in getting my patients access to the Produce Rx Program?

Response by Darla: Due to the way the grant program is set up no you cannot participate, but there may be other options we can use, we can speak later on this point one-on-one.



CONCLUSIONS

The participants in the August 2022 Provider Advisory Committee meeting asked questions that focused on how they are able to better provide care and how they can refer their patients to the available programs. AmeriHealth Caritas DC leadership discussed many programs that are available that can help the younger enrollees (and their parents) be healthy and as prepared as possible as they start the new school year. AmeriHealth Caritas DC speakers delivered detailed information on resources that are available as well as how to ensure providers process their claims properly to not only benefit the patient and help with care gaps but to also qualify for available provider incentives.



The two points noted in the Q&A session:



Providers are able to write prescriptions for over-the-counter medicines as they would any other prescription for their patients because up to \$60 is covered for patients within that benefit.



Providers need to remember to follow through with the risk assessments they give and add what they find to their claims using the Z codes so they can participate in the incentives.

