

Summer 2021



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A note from Dr. Donald McNally, Interim Chief Medical Officer

It has been another exciting and challenging year for AmeriHealth Caritas New Hampshire. From our humble beginnings in 2019, we now have well over 45,000 members and continue to grow. And we have you to thank for that.

We would like to thank you for the care you have provided and continue to provide to our members throughout the state this past year. Your dedication to and support of your patients has been unmatched during this ongoing COVID-19 pandemic. You have risen up to meet the challenge of caring for our members, a population who are in many ways uniquely vulnerable to health crises. Providers like you are essential to the health of our members and our communities — not to mention our continued success.

As interim chief medical officer, I assure you that we are committed as an organization to providing you with the service and support you have come to rely on from the plan. I also seek to better know you and your needs to help develop an ever-stronger partnership.

A handwritten signature in black ink, appearing to read 'Donald McNally', with a long horizontal line extending to the right.

Donald McNally, D.O.
Interim Chief Medical Officer
AmeriHealth Caritas New Hampshire

Pfizer vaccine for COVID-19 authorized for adolescents

The [New Hampshire Department of Health and Human Services](#) announced that the U.S. Food and Drug Administration recently expanded the emergency use authorization of the Pfizer COVID-19 vaccine to include adolescents 12 through 15 years of age who do not have a vaccine contraindication. Following this decision, the Centers for Disease Control and Prevention (CDC) recommended this vaccine now be used among this population.

Our members look to you, their trusted primary care provider, for guidance and support in making health care decisions. We encourage you to continue to talk to your patients about [COVID-19 vaccination](#).

For help finding a location for your patient to receive a vaccine, visit [vaccines.gov](#) (English) or [vacunas.gov](#) (Spanish). If you have a member who needs help with transportation, please call 1-833-301-2264. For members who may need assistance with interpretation services, contact Member Services at 1-833-704-1177 (TTY 1-855-534-6730). Services are available 24 hours a day, seven days a week.

Care for your patients — and you

AmeriHealth Caritas New Hampshire understands that care goes beyond physical health, and we are committed to supporting whole-person care. Caring for your patients during this time may result in heavier workloads and increased stress. As you take care of others, it is also important to take care of yourself. Below are some resources that may be helpful for you and your patients.

- [CDC Emergency Responders: Tips for taking care of yourself.](#)
- [CDC COVID-19 Stress and Coping.](#)
- [Mental Health America Resources for Mental Health Providers.](#)
- [SAMHSA First Responders and Disaster Responders Resource Portal.](#)





Medicine updates

Our Pharmacy and Therapeutics Committee meets four times a year to vote on changes to the preferred drug list, including which medicines to add or remove. Visit www.amerihealthcaritasnh.com for up-to-date pharmacy information. The website includes:

- Prescription benefits: www.amerihealthcaritasnh.com/member/eng/benefits/pharmacy.aspx
- Up-to-date drug list: www.amerihealthcaritasnh.com/member/eng/find-provider/index.aspx
- Drug list changes can be found under Provider updates at: www.amerihealthcaritasnh.com/provider/newsletters-and-updates/index.aspx

If you have any questions regarding prescription benefits, please call Pharmacy Member Services at **1-888-765-6383 (TTY 711)**, 24 hours a day, seven days a week.

Reminder: prior authorization information for outpatient therapy and home-based care

The prior authorization requirements regarding home-based services and outpatient therapy visits are as follows:

Home-based services

- Therapy (physical, occupational, and speech therapy) and skilled nursing (after 18 combined visits, regardless of modality, per fiscal year — not per provider).
- Home infusion services and injections (required from start of service; see pharmacy list of HCPCS codes that require prior authorization).
- Home health aide services (required from start of service).
- Private duty nursing (extended nursing services; required from start of service).
- Personal care services (required from start of service).

Outpatient therapy (physical, occupational, or speech)

- Prior authorization is required after the 12th visit per modality, per fiscal year — not per provider. Benefit limit for members age 21 and older is 20 visits per modality, per fiscal year, not per provider.

To help ensure you do not receive a denial for services because of failure to request prior authorization, we encourage you to notify us of the first 12 outpatient visits, or the first 18 home-based therapy or skilled nursing visits, so we can track them in our system. You can notify us by calling **1-833-472-2264**, faxing **1-833-469-2264**, or submitting notification in NaviNet on the provider portal.



Provider credentialing rights

Are you awaiting credentialing? Health care providers who have submitted a credentialing or recredentialing application to AmeriHealth Caritas New Hampshire have the right to:

- Review the information submitted to support their credentialing application, with the exception of recommendations and peer-protected information obtained by the plan.
- Correct erroneous information. When information is obtained by the Credentialing department that varies substantially from the information the provider gave, the Credentialing department will notify the health care provider to correct the discrepancy. Corrections are to be made within 10 business days of notification and can be submitted via fax to **1-215-863-6369** or mailed to the AmeriHealth Caritas New Hampshire Credentialing department:

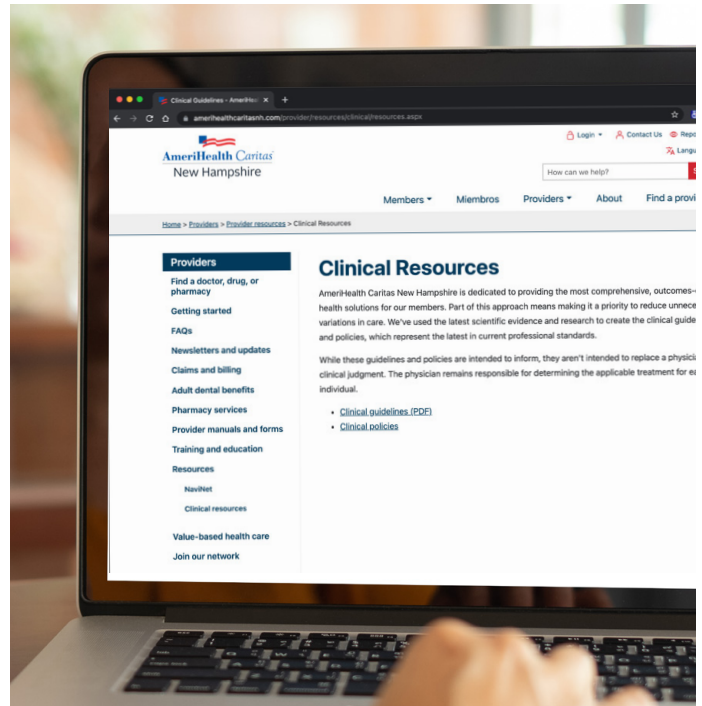
AmeriHealth Caritas New Hampshire
Attn: Credentialing Department
200 Stevens Drive
Philadelphia, PA 19113

- Be informed, upon request, of the status of their credentialing or recredentialing application. The Credentialing department will share all information with the provider with the exception of references, recommendations, or protected peer-review information (e.g., information received from the National Practitioner Data Bank). 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 via email or phone call to the provider.
- Be notified of a Credentialing Committee or Medical Director review decision, within 30 calendar days for PCPs, and within 45 calendar days for specialty providers, of receipt of a clean and complete application. Providers may appeal any initial or recredentialing denial within 30 calendar days of receiving written notification of the decision.

To request any of the above, providers should contact AmeriHealth Caritas New Hampshire's Credentialing department at **1-866-610-2770**.

Member rights and responsibilities

AmeriHealth Caritas New Hampshire is committed to treating our member with dignity and respect. AmeriHealth Caritas New Hampshire, its network providers, and other providers of service may not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. Our members also have specific rights and responsibilities. The complete list is available on our website at www.amerihealthcaritasnh.com. Go to the member homepage and you'll find the link to [Your Rights and Responsibilities](#) at the bottom of the column on the left.



Close any gaps in your members' care

Participating primary care providers can access and resolve Healthcare Effectiveness Data and Information Set (HEDIS®) care gaps for AmeriHealth Caritas New Hampshire members via NaviNet.

Care gaps identify missing recommended preventive care services so that you may address them when your patient comes in for an office visit. Care gaps are based on HEDIS measures and may impact your quality scores.

Once you've logged in to NaviNet, check the **Activity** tab to see alerts for care gaps that need your response. Alternatively, you can click on **Patient Clinical Documents** under **Workflows** to see the list of members who have care gaps. You will also see care gaps for your patients upon using the **Eligibility and Benefits Inquiry**, and on the **Member Clinical Summary** and **Care Gap Query Report**. Read our [Care Gap Response Form Provider Guide](#) for more information.

Resources for quality, evidence-based care

AmeriHealth Caritas New Hampshire has information to help you provide your patients — our members — with the best quality care. You'll find it on our website at <https://www.amerihealthcaritasnh.com/provider/resources/clinical/resources.aspx>. There are links to information on quality, clinical guidelines and policies, and even on how to better work with us.

- Preventive health resources.
- NaviNet — look up eligibility and benefits, address care gaps, and more.
- Clinical guidelines and policies from the U.S. Preventive Services Task Force, the American Academy of Pediatrics and more.
- Quality Assurance and Performance Improvement program and Quality Enhancement Program (QEP).
- Prior authorizations.
- HEDIS® Documentation and Coding Guidelines.
- Culturally competent care.
- Population health programs for members.
- Frequently asked questions.

We value provider feedback and encourage you to submit your comments and suggestions for guidelines and resources.

Our providers can now run NaviNet reports by Taxpayer Identification Number (TIN)

AmeriHealth Caritas New Hampshire is very happy to announce that we have enhanced NaviNet to give providers the capability to run certain reports on a “RollUp” basis.

This means that instead of having to run a report for each Provider ID in your group, you can now run **one** RollUp report, with the data consolidated for the practice at the TIN level. This can help make reporting faster and easier. The specific reports that can be run at the TIN level are:

Administrative Reports

- Claims Status Summary RollUp.
- Panel Roster Report RollUp.

Clinical Reports

- Admit Report RollUp.
- Care Gap Query RollUp.
- Discharge Report RollUp.

How to create a RollUp report

To create a RollUp report in NaviNet, follow these steps:

1. Under **Workflows for this Plan** on Plan Central, select **Report Inquiry**.
2. Select either **Administrative Reports** or **Clinical Reports**.
3. Select the specific report you would like to run.
4. Select ANY of the “Group Name – PIN” options available in the “**Choose a Provider Group**” drop down menu.
5. Click **Search**.

If you are not already a NaviNet user, visit <https://navinet.secure.force.com> to sign up. If you have questions, call your Account Executive or the Provider Services department at 1-888-599-1479.



Prior authorization requests and birth notifications standardized for NH Medicaid MCOs

As part of an effort to standardize processes, the state has created two new forms that have been implemented by New Hampshire Medicaid MCOs. These are the [Standardized Prior Authorization Request Form](#) and the [New Hampshire Medicare & Medicaid Managed Care Organizations Birth Event Notification form](#), and they are available on our website. Please note that these new forms do not change our or any other MCO's policies or coverages.

Consider using NaviNet to submit plan notification and prior authorization requests. Providers can upload clinical information through the NaviNet provider portal and view the status of requests in real time at <https://www.amerihhealthcaritasnh.com/provider/resources/navinet.aspx>.



Utilization affirmative action

The AmeriHealth Caritas New Hampshire Utilization Management (UM) program establishes processes for an effective, efficient utilization management system. Utilization Management decision-making is based only on appropriateness of care and services and existence of coverage. AmeriHealth Caritas New Hampshire will not arbitrarily deny or reduce the amount, duration, or scope of required services solely because of the diagnosis, type of illness, or condition of the member. AmeriHealth Caritas New Hampshire does not reward health care professionals/providers or other individuals conducting utilization review for issuing denials of coverage or services. Financial incentives for utilization management decision-makers do not encourage decisions that result in underutilization.



Availability of criteria for AmeriHealth Caritas New Hampshire

Criteria used for utilization management determinations are available upon request to all AmeriHealth Caritas New Hampshire practitioners, providers, and members free of charge. Members, practitioners, and providers can learn more about the availability of review criteria and how to obtain clinical criteria used for a utilization management determination through the Provider Manual, Member Handbook, and written utilization management determination letters.

Upon request, AmeriHealth Caritas New Hampshire personnel will fax a copy of the criteria used in the review. To request criteria, contact AmeriHealth Caritas New Hampshire Utilization Management at **1-833-472-2264**.

Keep your information updated with us

Our online provider directory is an important tool in helping members find a network doctor, dentist, or health care facility such as a hospital or urgent care clinic in their area. An accurate provider directory helps our members find you. Keeping your contact information updated with us also helps us communicate with you.

To keep your information updated: Check often to make sure your AmeriHealth Caritas New Hampshire provider directory information is accurate. Some of the important items we include in the directory are:

- Phone and fax numbers.
- Hospital affiliations.
- Address and office hours.
- Open status.
- Website address.
- Cultural and linguistic capabilities.
- Accommodations for members with disabilities or special needs.

And for us to contact you, it's important that we have your practice email address as well as your fax number.

To update or correct your provider information, just complete the provider change form on our website at <https://www.amerhealthcaritasnh.com/assets/pdf/provider-provider-change-form.pdf>. The online directory is updated daily, Monday through Friday.

If you suspect it, report it: Help us fight fraud, waste, and abuse

We at AmeriHealth Caritas New Hampshire recognize the importance of detecting, investigating, and preventing fraud, waste, and abuse.

Examples of fraud, waste, and abuse include:

- Accepting kickbacks for patient referrals.
- Violating physician self-referral prohibitions.
- Billing for services not furnished.
- Providing medically unnecessary care.

Anonymously report suspected fraud, waste, or abuse directly to AmeriHealth Caritas New Hampshire, the New Hampshire Department of Justice Office of the Attorney General Medicaid Fraud Control Unit, or the New Hampshire Department of Health and Human Services:

AmeriHealth Caritas New Hampshire:

Call: AmeriHealth Caritas New Hampshire Fraud Tip Hotline at **1-866-833-9718**

Email: fraudtip@amerihealthcaritas.com

Mail: Special Investigations Unit
200 Stevens Drive, Philadelphia, PA 19113

NH Department of Justice Office of the Attorney General Medicaid Fraud Control Unit:

Phone: 1-603-271-1246

Fax: 1-603-223-6274

Email: mfcuinfo@doj.nh.gov

Website: <https://www.doj.nh.gov/criminal/medicaid-fraud.htm>

Mail: Medicaid Fraud Control Unit
Office of the Attorney General
33 Capitol Street, Concord, NH 03301

For more information, see [Report Fraud, Waste, and Abuse](#) on our website.





Do you know your Provider Network Account Executive?

Your Provider Network Account Executive is your liaison with AmeriHealth Caritas New Hampshire. They are responsible for orientation, continuing education, and problem resolution for our network providers.

Call your Account Executive:

Judy DiMauro

Manager, Provider Network Management

Phone: **1-603-263-6619**

jdimauro@amerihealthcaritasnh.com

Brittany Clifford

PNM Account Executive

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AmeriHealth Caritas New Hampshire 2021 Provider Manual

The AmeriHealth Caritas New Hampshire 2021 Provider Manual has been updated and posted on the Getting Started page at <https://www.amerihealthcaritasnh.com/provider/getting-started.aspx>.



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New Hampshire

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