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## A letter from Dr. Robert Hockmuth, Market Chief Medical Officer

It gives me great pleasure to work with you as the Chief Medical Officer of AmeriHealth Caritas New Hampshire. I have worked with many of you over the years and look forward to continuing our relationship in this capacity.

I have been working and living in New Hampshire since 1989, serving as a provider in private practice, as well as working in clinical roles at various health plans. What drew me to AmeriHealth Caritas New Hampshire is the palpable commitment to delivering a high-quality product to the Medicaid population we serve. Meeting and exceeding their needs requires that we work closely together. My commitment is to fostering and maintaining a healthy working relationship with our network providers and listening to your ideas to help AmeriHealth Caritas New Hampshire be a creative leader.

My goals this year as we grow the plan are:

- Get to know those of you I have not yet met and build on relationships with those whom I already know.
- Provide a clear and consistent channel of communication for you, your staff, and the staff here at AmeriHealth Caritas New Hampshire to get your questions answered quickly and address your concerns.
- Listen to your suggestions and do everything I can to help ensure interactions between AmeriHealth Caritas New Hampshire and providers are simple and smooth.
- Improve the quality of care for our members.

AmeriHealth Caritas New Hampshire is committed to making it easier for you to improve the health status of our members. This includes addressing the social determinants of health, identifying member needs, then working with our members, your patients, to help them access care they need to achieve the best possible outcomes.

Society in general, and medicine in particular, has seen an amazing transformation as a result of the coronavirus disease (COVID-19) pandemic. Pressures, both physical and behavioral, that were never anticipated have had profound impacts on individuals and families. I appreciate that you have made dramatic adjustments to meet the needs of your patients. Telehealth, education, prioritization of care, and site of service have all been impacted. This impact will continue to evolve long after the pandemic has eased, and I am convinced that the system will ultimately be stronger and better because of the adjustments you have made.

Setting up a new health plan during these events has forced us to think outside the box and focus on what providers and patients need to deliver and receive quality service and meaningful outcomes. I look forward to working with you as we move ahead.

Robert P. Hockmuth, M.D.  
Market Chief Medical Officer  
AmeriHealth Caritas New Hampshire

# Medical records standards help coordinate care

Organized, thorough, and up-to-date health care records maintained in accordance with professional standards facilitate timely and adequate communication and coordination of care.

As a provider in the AmeriHealth Caritas New Hampshire network, your medical records are to be maintained in a manner that is current, detailed, and organized and permits for effective and confidential patient care and quality review. To meet those standards, all medical records should include:

- Health care history.
- Physicals.
- Allergies and adverse reactions.
- Diagnoses.
- Medications.
- Documentation of reason/problem, clinical findings, evaluation, and outcome including referral for each health care visit.
- Immunizations.
- Preventive services and risk screenings.
- Notation on diagnostics/screenings/reports reviewed by a provider.
- Appropriate signed member consent and release of information forms to allow exchange of information between member health care providers — if declined by the member, the reason and date should be noted in the member record.

Health care records should also be organized and maintained in chronological order. Entries into the records should be dated with the member's name and the relevant provider's practice identifier listed on each page of the record. If handwritten notes are included in the member's record, those notes should be legible. Other members' information should not be in the record.

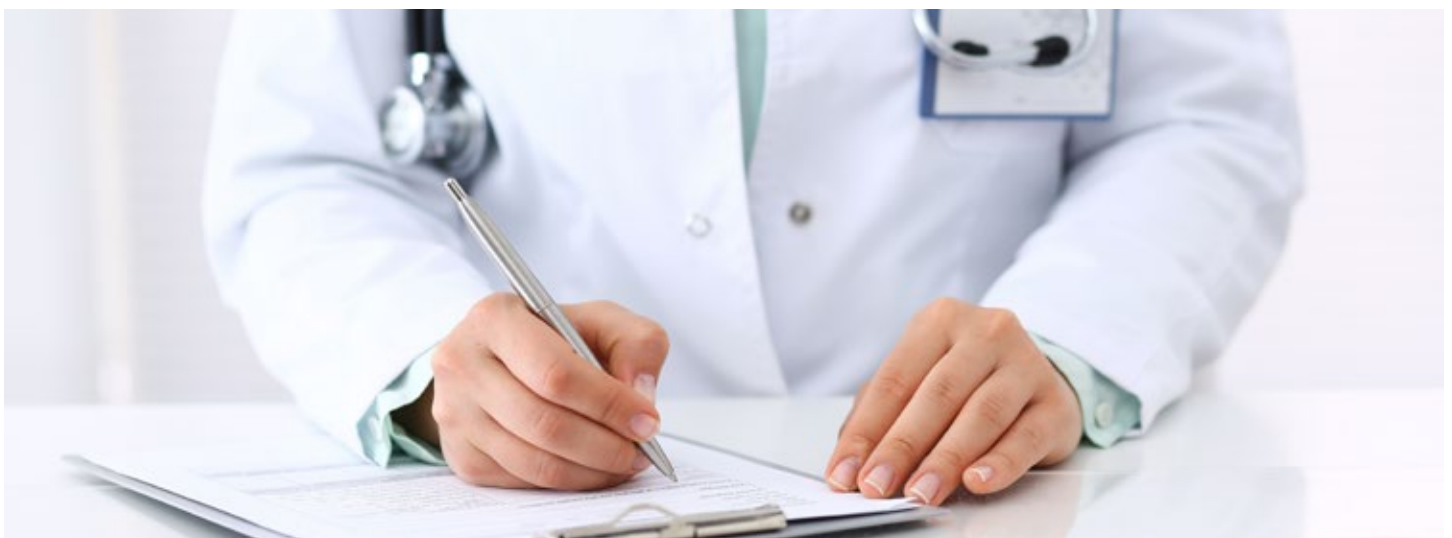
To maintain confidentiality, health care records must meet the following retrieval standards:

- Records should be stored securely.
- Only authorized personnel should have access to records.
- Staff should receive periodic training in health care record and information confidentiality.
- Sharing health care record information should be done following current confidentiality and security protocols and contain required member consent.

In addition to the standards noted above, primary care providers (PCPs) should ensure their records contain:

- All services provided directly by a PCP.
- For pediatric records: gestational and birth history; Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services, and immunizations.
- All ancillary services and diagnostic tests ordered by a provider.
- Reports of all diagnostic and therapeutic services to which a member was referred by a PCP. Examples may include:
  - A copy of the most current completed Health Risk Assessment (HRA).
  - Home health nursing.
  - Specialty provider care (SPC) including behavioral health care.
  - Hospital discharge.
  - Physical, occupational, or speech therapy.

For more information on medical records standards and medical records requests, please review page 117 of the AmeriHealth Caritas New Hampshire Provider Manual.





## Evidence-based clinical guidelines

AmeriHealth Caritas New Hampshire has posted guidelines for prevention and behavioral health care at <https://www.amerihealthcaritasnh.com/provider/resources/clinical/guidelines.aspx>.

Topics include:

- Recommendations of the U.S. Preventive Services Task Force.
- Pediatric immunization schedule and preventative services recommended by the American Academy of Pediatrics (AAP) Bright Futures program.
- American Society of Addiction Medicine (ASAM) National Practice Guidelines for the Use of Medications in the Treatment of Addiction Involving Opioid Use.
- Caring for Adult Patients With Suicide Risk: A Consensus Guide for Emergency Departments (PDF).

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





## 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.

### Email us or give us a call.

#### **Judy DiMauro**

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# Help your patients quit tobacco use through QuitWorks-NH

The New Hampshire Department of Health and Human Services has developed a tobacco cessation website called QuitWorks-NH, a no-cost clinical referral portal that includes:

- Access to services to help patients quit tobacco:
  - Telephone counseling.
  - [www.quitnownh.org](http://www.quitnownh.org), a support website for tobacco users.
  - Self-help information.
  - Nicotine replacement therapy (NRT). QuitNow-NH offers no-cost nicotine gum, patches and lozenges to all New Hampshire residents when available.<sup>1</sup>
- Self-help materials that can be mailed to patients. Office practices may also request patient brochures in large quantities. These materials explain how the program participation serves the patient.
- A QuitWorks-NH patient resources card for all patients who use tobacco. This resource card provides information on accessing QuitWorks-NH services including a connection with a Quit Coach.
- Faxed or electronic reports that can be sent to the referring provider at three-week and seven-month milestones. These reports indicate whether the patient was reached, the services the patient participated in, and the patient's six-month quit status after treatment.



- Training provided at no cost for providers and/or allied health care professionals about QuitWorks-NH. This includes brief motivational interviewing techniques and information on the latest pharmacotherapy dosing guidelines.
- An extensive database of comprehensive reports. Access to the database is available at a small cost to the health plan, employer, or health system.<sup>2</sup>

For more information about QuitWorks-NH and to refer patients for services, visit [www.quitworksnh.org](http://www.quitworksnh.org).

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<sup>1</sup> Information on NRT and patient options is available at <https://quitnownh.org/nicotine-replacement-therapy-nrt>.

<sup>2</sup> Features of the QuitWorks-NH program are noted in this article. Additional information can be found at <https://quitworksnh.org/welcome-to-quitworks-nh/quitworks-nh-features>.





## Member rights and responsibilities

As a reminder, our 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. Please review the Rights and Responsibilities of our AmeriHealth Caritas New Hampshire members outlined on page 17 of the [AmeriHealth Caritas New Hampshire Member Handbook](#).



# Provider credentialing rights

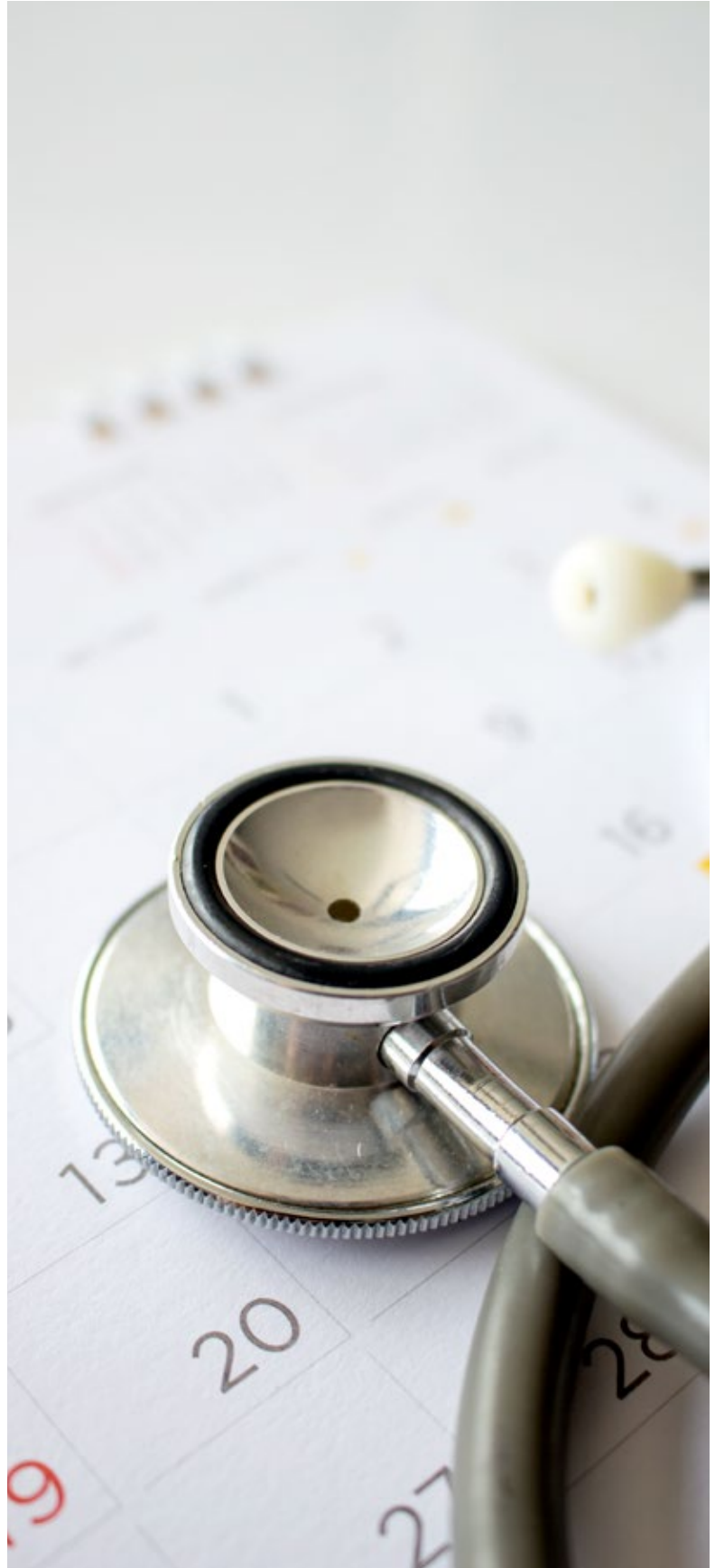
## After the submission of the application, health care providers have the following rights:

- 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.

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

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## AmeriHealth Caritas New Hampshire Provider Manual updates

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

As a reminder, prior authorization information regarding home-based services and outpatient therapy visits is as follows:

### Home-based services

- Home health care (physical, occupational, and speech therapy) and skilled nursing (after six 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 beginning with the 13th visit, we encourage you to notify us of the first 12 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 via the provider portal.

## Work with us to keep the AmeriHealth Caritas New Hampshire Provider Directory updated

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.

We encourage providers to check often to make sure their directory information is accurate so our members have access to the most up-to-date resources.

### 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

If you notice any errors in your information in the directory, please use practice letterhead to fax the information as it should appear to the attention of Provider Services at **1-833-609-2264**. Or you may contact your Account Executive or call Provider Services at **1-888-599-1479** to provide corrected information. Provider data contained within 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.
- Billing for services not furnished.
- Violating physician self-referral prohibitions.
- 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](mailto: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](mailto: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

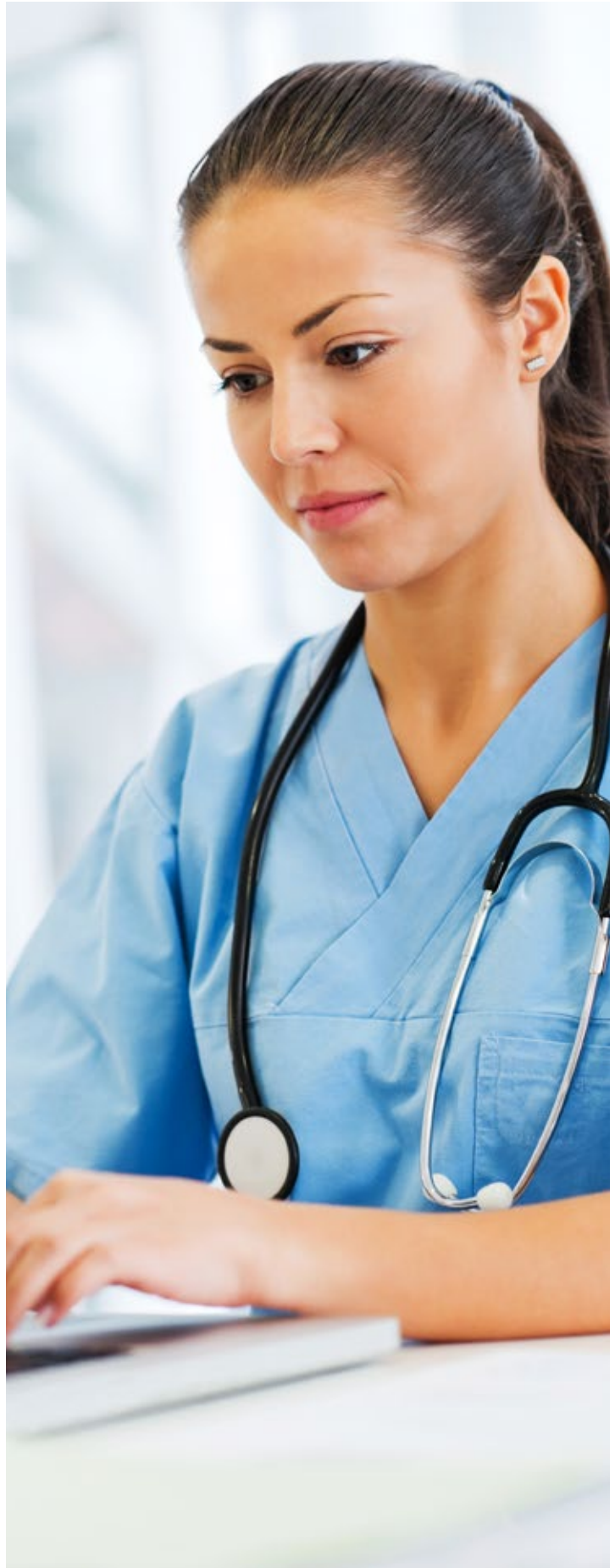
### **New Hampshire DHHS Special Investigations Unit (SIU):**

**Phone:** 1-800-852-3345, extension 9258; or 1-603-271-9258

**Website:** <https://www.dhhs.nh.gov/oii/investigations/index.htm>

#### **Mail:**

New Hampshire Department of Health and Human Services  
129 Pleasant Street, Concord, NH 03301-3852





## Subscribe to Network News — AmeriHealth Caritas New Hampshire's email service

To help ensure that you are receiving all provider notices, subscribe to our email service **Network News**.

**Network News** is used to share information on topics of importance to you, including important plan updates, provider training events and more.

### To subscribe:

- Complete the online form found under [www.amerihealthcaritasnh.com](http://www.amerihealthcaritasnh.com) > **Providers** > **Newsletters and Updates** or simply [click here](#).
- Click **Submit**.
- Watch for a confirmation email in your inbox.

**Your information will be kept confidential.**  
**We encourage all providers to register.**



### Connect with us on Facebook

Follow AmeriHealth Caritas New Hampshire on Facebook for event information, health tips, member information, and more. Search for **@amerihealthcaritasnh** to find us.



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New Hampshire

[www.amerihealthcaritasnh.com](http://www.amerihealthcaritasnh.com)