

OUR PROVIDER NETWORK

TOP REASONS TO BECOME
AN AMERIHEALTH CARITAS PROVIDER




AmeriHealth
Caritas
Care is the heart of our work



WHO WE ARE

AmeriHealth Caritas is a national leader in providing managed care solutions and comprises the largest family of Medicaid companies in the United States. With our mission-driven legacy of more than 35 years, we're more than just another health insurance company. Every day, we put care at the heart of our work for our members, their families, and our providers.

Our solutions

At AmeriHealth Caritas, we believe everyone deserves access to quality health care. Complemented by our proven care management models and award-winning wellness programs, we make a difference by being different.

Living our mission

As an organization, we've built a culture of deep commitment to everyone we serve — a commitment that extends beyond the job. That's why we're actively improving health outcomes and giving back.

Improving outcomes

Our unique programs support wellness, improve pediatric and prenatal care, and help meet acute and chronic care needs associated with diabetes, heart disease, hypertension, asthma, chronic obstructive pulmonary disease, sickle cell anemia, depression, and more. Through these and other programs, we're consistently improving member outcomes, resulting in cost savings.

Giving back

What distinguishes us is not just our mission, but the associates who live its values. AmeriHealth Caritas is committed to attracting and sustaining a talented workforce that reflects the diversity of the communities where they live and work. In all our health plans, we recruit locally so our associates can relate to members with an instinctive understanding of the circumstances and conditions unique to each area. As an organization, and as individuals, we're giving back by investing in the future with community initiatives that support the well-being of our members.



In one year,
we improved targeted
member medication
adherence rates by:

22.4%

hypoglycemics (diabetes)

24.1%

antihypertensives

25.5%

statins (high cholesterol)

5.2%

asthma controllers

EMPHASIS ON PROVIDER SUPPORT

At AmeriHealth Caritas, we are dedicated to ensuring our participating providers have the information and assistance they need to partner with us and provide quality care for our members. Our approach includes:

Assigned, local Account Executives

When you join our provider network, you'll be assigned a local Account Executive who will meet with you routinely to provide on-site education and issue resolution, solicit your feedback, and address your concerns as they arise.

Ongoing education

Our providers have numerous opportunities for ongoing education, including continuing medical education (CME) credits and continuing education units (CEUs), via webinars, in-person training sessions and plan-sponsored educational events.

Provider committees

Local provider committees offer avenues for input on program development and processes. Collaborate with medical professionals and practitioners in your community to identify ways to improve care coordination, health outcomes, patient engagement, and more.

Searchable online tools

Easy-to-use and searchable online provider directories and drug formularies allow you to find what you're looking for — in an instant.

Excellent customer support

Our dedicated customer support staff is available to answer your questions and connect you with the right resources.

Consistent plan-to-provider communication

We're keeping you up to date on important plan and program information, while maintaining an open dialogue, by:

- Refreshing the dedicated provider area of our website.
- Sending email updates, fax alerts, and other provider publications.
- Hosting provider workshops and offering interactive online and face-to-face presentations.
- Scheduling on-site visits with your assigned Account Executive.
- Producing web-based training and education materials.
- Sharing easy-to-use reference guides and FAQs.
- Conducting provider surveys and roundtables to listen to your feedback!



“The future is exciting, and it is our privilege to partner with providers like you to help Medicaid enrollees improve their health by offering them the best possible care.”

PAUL A. TUFANO

Chairman and Chief Executive Officer,
AmeriHealth Caritas



30.7 MILLION

claims processed annually across the enterprise. Of those, **83.7 percent**, on average, are auto-adjudicated.



SIMPLIFIED ADMINISTRATION

Our e-solutions help you optimize productivity

AmeriHealth Caritas partners with Change Healthcare, the largest electronic data interchange (EDI) clearinghouse in the country, to offer state-of-the-art EDI services to our providers. EDI optimizes productivity by streamlining your workflows and ensuring:

- Efficient claims submission.
- Accurate, timely reimbursement.
- Earlier detection of claim errors.
- Faster claim and billing reconciliation.
- Reduction of paper workload for your organization.
- Lower administrative, postage, and handling costs.

Electronic claims submission or 837 transaction

AmeriHealth Caritas encourages all participating providers to submit claims electronically. Why? It's the simplest, most efficient method to help ensure fast and accurate payment. With electronic submissions, you'll receive confirmation on whether your claim has been loaded within 24 to 48 hours.

Electronic remittance advice (ERA) or 835 transaction

ERAs will shorten the lifespan of your outstanding receivables by improving claims visibility and reducing unnecessary rework. You'll receive immediate knowledge of the information needed to get your claims processed and paid correctly. Once your claims are paid, ERAs also simplify the payment reconciliation process for faster posting.

Electronic funds transfer (EFT)

EFT eliminates the need for paper checks by allowing direct deposit of payments into your bank account. You can also view images of your ERA, allowing for timely recredentialing. Your participation in EFT eliminates the time spent waiting to receive checks in the mail and does not require you to change your preferred banking partner.

Our robust, secure provider portal helps you stay informed

Our secure provider portal is a web-based solution that allows providers and health plans to share critical administrative, financial, and clinical data in one place. With the provider portal, you'll instantly be able to:

- Verify eligibility and benefits.
- Inquire on the status of claims.
- View remittance advices.
- Access and print panel rosters.
- Check member care gap reports to identify needed services.
- Refer to at-a-glance member clinical summaries.
- Extract admission and discharge reports.

Streamlined credentialing

AmeriHealth Caritas works with the Council for Affordable Quality Healthcare (CAQH) to offer our providers the Universal Provider Data source that streamlines the data collection process for credentialing and recredentialing. For providers new to CAQH, AmeriHealth Caritas offers sponsorship for participation. Delegated credentialing is also available for large provider entities.

POPULATION HEALTH PROGRAM

At AmeriHealth Caritas, we work to address care gaps and foster health equities with a proven population health program. This program incorporates a member-based decision support system that drives both communication and care plan development through a multidisciplinary management approach.

Alignment with our mission

The population health program aligns with our mission. AmeriHealth Caritas understands that the most common diagnosis is poverty. We help address limited resources in all aspects of our members' lives that will impact medical care and costs. Our programs and services are designed to meet the needs and conditions of our members.

Individualized care

Members with chronic illnesses often have multiple comorbid conditions. Frequently, they have behavioral health issues and lack an adequate support system. The AmeriHealth Caritas population health program connects case and disease management in a holistic care management approach that addresses comorbid conditions, behavioral health needs, and social and environmental support needs. We then combine condition-specific assessment results for multiple comorbidities into one individualized care plan that supports body and mind.

Team approach

Member care needs can be complicated. The AmeriHealth Caritas Rapid Response and Outreach Team addresses the urgent and layered needs of our members. The team includes plan Medical Directors, Care Managers (registered nurses and social workers), and skilled Care Connectors (for nonclinical issues). The Rapid Response and Outreach Team collaborates with Care Managers and providers to identify and address member health needs.

Improved health outcomes

We are dedicated to creating better ways to provide care — a model that allows providers to serve patients in new ways while encouraging members to be more engaged in their own care. AmeriHealth Caritas offers chronic condition management programs to improve health outcomes for members with asthma, cardiovascular disease, chronic obstructive pulmonary disease, diabetes, and other chronic conditions.

Better communication

Keeping the lines of communication open to keep you informed, AmeriHealth Caritas consistently communicates updates and outcomes via:

- Contact with a Care Manager.
- Fax and email notifications, including regular provider newsletters.
- Member care gap reports and clinical information, accessible through the online provider portal.
- A dedicated provider area on the plan's website.
- On-site support visits from your assigned Account Executive, provider workshops, and interactive presentations.

OUR MISSION

We help people get care, stay well,
and build healthy communities.

For more information about AmeriHealth Caritas,
visit www.amerhealthcaritas.com.

To become an AmeriHealth Caritas provider,
visit becomeaprovider.amerhealthcaritas.com.

