



AmeriHealth Caritas™

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: May 3, 2023

Subject: Coming Soon: The Condition Optimization Retrospective Review Program

Summary: Our Condition Optimization Retrospective Review Program is getting underway. We thank you in advance for cooperating with medical record requests.

AmeriHealth Caritas New Hampshire works with providers to collect complete and accurate member health histories to help facilitate care management as appropriate. We are asking for your continued support and collaboration to help ensure members with chronic health conditions are benefiting from routine monitoring and treatment services.

As part of these efforts, AmeriHealth Caritas New Hampshire is implementing a new Retrospective Review Program, effective **July 3, 2023**.

The Retrospective Review Program includes reviewing and updating diagnostic information previously reported through claims.

- **Step 1:** The retrospective review process identifies members with a history of chronic conditions that weren't reported on claims in the specified date-of-service period.
- **Step 2:** Medical records are obtained and reviewed and the missing diagnoses are identified.

To offset the time and resources your office expends in participating, **we're offering a one-time administrative payment of \$75 for each review**, issued **upon submission of an adjusted claim**.

How to participate

- Medical records are requested by us or our vendor, Optum/Ciox.
- Submit the medical record for identified members by:
 - o Email: conditionoptimizationprogram@amerihealthcaritas.com
 - o Fax: **1-215-863-5694**

AmeriHealth Caritas New Hampshire | www.amerihealthcaritasnh.com | **1-888-599-1479**

- Charts will be reviewed by certified coders and recommendations will be uploaded into NaviNet.
- Find eligible members in [NaviNet*](#), our secure provider portal. Select *Practice Documents*, open a member list and filter for the action indicator.
- Review the recommendations from the chart review.
- If you agree with the chart review findings, confirm diagnosis code(s).
- Submit claim adjustment(s) through NaviNet.

We appreciate your ongoing commitment to delivering high-quality health care to our members.

Questions:

If you have questions or concerns regarding the Retrospective Review Program, please call your Provider Network Management Account Executive, the Provider Services department at **1-888-599-1479**, or contact Condition Optimization at **1-215-863-5435**. You may also email questions to **conditionoptimizationprogram@amerihealthcaritas.com**.

ACNH_232513753-3