

JOIN OUR NETWORK. BE ON OUR TEAM.

BECOME AN AMERIHEALTH CARITAS MANAGED
CARE LONG-TERM SERVICES AND SUPPORTS
(MLTSS) HEALTH PLAN PROVIDER.



AmeriHealth
Caritas
Care is the heart of our work



WORK WITH US TO HELP IMPROVE THE QUALITY OF LIFE FOR OUR MLTSS MEMBERS.



Our approach to MLTSS is holistic and person centered.

The goal of our integrated model of care is to reach the whole person, including their social determinants of health: housing, food, employment readiness, and other circumstances that impact the quality of life for our members. By coordinating these aspects of a member's care, AmeriHealth Caritas health plans hope to produce better health outcomes and to promote the independence and health of our MLTSS members who prefer to stay in their own communities.



As a frontline MLTSS provider, you are crucial.

As a direct care worker, you are an integral part of our person-centered planning team. We rely on you for critical information about the member's health care needs. As a frontline provider or direct care worker, you are in the position to identify the subtle changes in a member's physical health, behavioral health, and/or environment that could negatively impact the member's care. By communicating those subtle changes to the MLTSS member decision-support team, you will help us ensure the member receives necessary services and/or supports, which may prevent avoidable admissions to a hospital or nursing facility.



Giving you the support you need is our top priority.

At AmeriHealth Caritas health plans, our objective is to give MLTSS providers the support they need to help our most vulnerable members receive the right care, at the right time, and in the right setting; we aim to provide our participating MLTSS providers and direct care workers with the personal assistance, education, information, and e-solutions that they need to provide quality services to our MLTSS members.

MLTSS member decision-support teams

The AmeriHealth Caritas integrated model of care incorporates a person-centered decision-support team that drives both communication and plan of care development.

MLTSS member decision-support teams can include:

- A **Service Coordinator/Care Manager** who works with the individual, family, and medical and nonmedical care teams to coordinate services. The Service Coordinator also serves as your primary contact to help ensure that the services you provide are state-approved and have prior authorization.
- A **Resource Coordinator** who works with the individual's care team to access the needed MLTSS and help identify providers, work through issues or concerns, and help to ensure the individual receives the services their physician requested.
- **Housing and Employment Coordinators.** In most of our markets, Housing and Employment Coordinators work with the health plan to assist members with housing and employment needs.
- A **Care Connector** who provides telephonic support, including appointment scheduling and member outreach.
- A **person-centered planning team.** Each AmeriHealth Caritas MLTSS member is assigned to a person-centered planning team. As a participating MLTSS provider or direct care worker, you will be encouraged to provide your feedback and concerns around our members' care and to collaborate with medical professionals and practitioners in your community to identify ways to improve care coordination, health outcomes, and patient engagement.

BEING A GOOD PARTNER MEANS STAYING CONNECTED.

Assigned, local Account Executives

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

The plan website: Information at your fingertips

Our health plan websites are robust and offer information and resources on a wide array of topics relevant to MLTSS providers and direct care workers:

- Access to a dedicated **Provider Services** phone number.
- A **provider manual** that offers overall guidance on how the plan operates.
- **Billing guidance** that provides information about how to submit claims and get paid quickly and efficiently.
- Detailed information about services requiring **prior authorization**.
- **Reference guides** that provide important contact information so you know whom to call if you have a concern or question.
- **Newsletters** and **provider notices** posted on a timely basis so you are up to date on how to work with the plan.
- **Posted training modules** on how to:
 - **Submit claims.**
 - Report **critical incidents.**
 - Obtain **translation services.**
 - Access **medical transportation** for our MLTSS members.
 - Access local **community resources.**
 - Stay informed regarding **state rules and regulations** on MLTSS.
 - Get **credentialed** or **recredentialed.**

Group training sessions

At AmeriHealth Caritas, we know providing training and timely information to our network providers is imperative to forming productive partnerships to promote healthy outcomes for our members. When you join an AmeriHealth Caritas health plan, you will initially be invited to attend a Provider Orientation. We will walk you through how to work with us and review the information included in our website trainings.

Subsequently, your local AmeriHealth Caritas health plan will also conduct additional group training sessions where you will be informed of new initiatives, have the ability to ask questions, and have space to offer feedback in an open setting with your colleagues.



E-SOLUTIONS

Electronic claims submission and payment

At AmeriHealth Caritas, we encourage electronic claims submission and electronic payment solutions. Why? It's paperless; efficient; and, most importantly, faster than snail mail. AmeriHealth Caritas contracts with Change Healthcare, one of the largest electronic data interchange (EDI) clearinghouses in the country, to offer state-of-the-art EDI services to our providers. EDI optimizes productivity by streamlining your workflows and providing:

- Efficient, electronic claims submission
- Accurate, timely reimbursement of clean claims
- Earlier detection of claim errors
- Faster claim and billing reconciliation through electronic remittance advices (ERAs)
- Reduction of paper workload for your organization
- Lower administrative, postage, and handling costs



Payment choices

AmeriHealth Caritas health plans offer two electronic payment solutions and will work with you to select the one that makes the most sense for your practice or office.

Virtual credit card (VCC)

If you are not currently registered to receive payments electronically, VCC is our default payment method, instead of paper checks*. Your office will receive either faxed or mailed VCC payments, each containing a VCC with a number unique to that payment transaction, your explanation of payment/remittance advice (EOP/RA), and a page with processing instructions. If you do not want to receive VCC, we offer the additional electronic payment option of electronic funds transfer (EFT).

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 reconciliation. 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.

*Paper checks are also an option but are discouraged to reduce paper waste and postage costs.

Payment reconciliation

ERA or 835 transaction

ERAs can shorten the lifespan of your outstanding receivables by improving claims visibility and reducing unnecessary rework. You'll receive immediate knowledge of 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.



Appointment reporting and electronic visit verification (EVV)

The 21st Century Cures Act¹ mandates that states were required to adopt EVV by January 1, 2021, for all Medicaid personal care (PCS) and home health services (HHCS) that require an in-home visit by a provider.

HHAeXchange is the AmeriHealth Caritas enterprise vendor for EVV. Through the HHAeXchange platform, you can receive new authorizations, confirm visits electronically, submit claims, and send secured communication – all in real time. If you already have an EVV vendor, we can work with them to develop interfaces between our prior authorization and claims systems and their systems to adjudicate claims accurately and timely.

1. 21st Century Cures Act, Sec. 12006, "Electronic Visit Verification System Required for Personal Care Services and Home Health Care Services Under Medicaid," December 2016, page 243, <https://www.congress.gov/114/plaws/publ255/PLAW-114publ255.pdf>.



Our secure provider portal

NaviNet, our secure provider portal, is a no-cost 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

- Submit electronic prior authorization requests.
- 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.



Value-based care for MLTSS providers

AmeriHealth Caritas aims to support and reward efforts to provide high-quality and cost-effective care to MLTSS members by our providers. In our Pennsylvania health plan, we launched a value-based care program that rewards higher performance for personal assistance services (PAS) providers who meet and exceed quality performance benchmarks when compared to their peers. Value-based care programs and other initiatives are continuously evaluated based on state requirements and positive impact to providers.

INTERESTED IN JOINING OUR MLTSS PROVIDER NETWORK? HERE'S HOW.

To become a participating AmeriHealth Health Caritas MLTSS medical provider, you must be credentialed based on the state requirements of the health plan you would like to join. If you are a nonmedical provider, you must be certified by a recognized entity for your area of expertise. The information required for your acceptance into our network may vary based on provider type.

To find instructions on the credentialing and/or certification documents and data intake forms you will need to complete, please visit <https://becomeaprovider.amerihhealthcaritas.com/join/index.aspx> and select your state.

Medical providers

AmeriHealth Caritas works with the Council for Affordable Quality Healthcare (CAQH) to offer our providers the Universal Provider Datasource that streamlines data collection for credentialing and recredentialing.

For providers new to CAQH, AmeriHealth Caritas offers sponsorship for participation. Delegated credentialing is also available for large provider entities.

Paper credentialing is also available for medical physicians who are registered for CAQH.

Nonmedical providers

AmeriHealth Caritas collaborates with a variety of nonmedical providers to support the care of MLTSS members. These providers can include, but are not limited to, the following:

- Adult companion
- Adult day care
- Caregiver training
- Home accessibility adaptation
- Home-delivered meals
- Homemaker
- Nutrition assessment and risk reduction
- Personal care
- Personal emergency response system
- Respite care
- Transportation

AmeriHealth Caritas follows the licensure rules and program standards based on state guidelines, and our health plan nonmedical MLTSS providers are required to be:

- Licensed
- Accredited
- Certified

And will be subject to:

- Criminal history checks
- Child and dependent adult background checks

For services where licensure is not required, our nonmedical MLTSS providers will need to verify that the appropriate training has been completed.

Providers are recredentialed/recertified every 36 months.

We look forward to working with dedicated providers like you to improve health outcomes for our MLTSS members.





OUR MISSION

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

OUR VISION

To be the **national leader in empowering those in need**, especially the underserved and the disabled, across their full life journey, **from wellness to resilience**, in order **to reach their American Dream**.

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

To become an AmeriHealth Caritas provider, visit www.amerihealthcaritas.com/network.

Scan here to learn more.



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