

# An Introduction for Ohio Providers

AmeriHealth Caritas Corporate Provider Network Management

December 2021



Delivering the Next  
**Generation**  
of Health Care

# Overview

- Ohio snapshot.
- Enhanced benefits.
- Who we are.
- Why Medicaid managed care?
- Why AmeriHealth Caritas?
- Medical management.
- Quality assurance.
- Value-based programs.
- How to reach us.

# Ohio Snapshot



# Ohio snapshot



The Ohio Department of Medicaid (ODM) administers a full-risk, managed care program that includes primary and acute physical health, pharmacy, and behavioral health benefits. Under a Medicaid Provider Agreement with ODM, AmeriHealth Caritas Ohio will serve Medicaid beneficiaries across the state starting July 1, 2022.

AmeriHealth Caritas Ohio looks forward to working with you to achieve our mission – to help Medicaid beneficiaries get care, stay well, and build healthy communities.

**Together we can improve the lives of Medicaid beneficiaries in Ohio and help achieve ODM’s vision for Ohio’s Next Generation Managed Care that offers a seamless experience for Medicaid members.**

# Membership

## Eligible enrollment is approximately 2,491,839:

- Aged, blind, and disabled (ABD).
- CHIP.
- Medicaid benefits for families enrolled in Temporary Assistance for Needy Families (TANF).



# Enhanced Benefits

Qualifying AmeriHealth Caritas Ohio members may also get enhanced benefits like:

- **Mission GED®** — Adult members can receive coaching and vouchers to take a high school equivalency exam at no cost.
- **WW® (formerly Weight Watchers) online membership** — Members ages 15 to 64 can get WW membership at no cost for six months.
- **CARE Card** — Earn rewards on a reloadable gift card by doing healthy behaviors.
- **Living Beyond Pain** — Pain management program to include alternative treatment options.
- **Food as Medicine** — Up to two meals per day, for seven days, at no cost for qualifying members discharged from a hospital.
- **Vision care** — One additional eye exam every 12 months for members ages 21 to 59 diagnosed with diabetes.
- **Dental care** — One additional cleaning and exam per calendar year for members 21 and over (some restrictions and limitations apply).
- **Transportation benefit** — Qualifying members will receive transportation benefits for up to 30 nonemergency, nonmedical one-way local trips per year.
- **Foster Care Transition** — Care package valued up to \$50 and specialized support for members leaving foster care.
- **Boys and Girls Club** — Membership, at participating clubs, for qualified members under age 19.

# Who We Are



# Who we are



The AmeriHealth Caritas Family of Companies is a nationally recognized Medicaid managed care organization. We offer a full spectrum of managed care services such as physical health, behavioral health, and prescription drug benefit management. We are uniquely qualified to provide this population with the coordinated care they deserve.

## **We are:**

A national presence, delivering Medicaid managed care in 12 states and the District of Columbia, currently touching the lives of 5 million members.

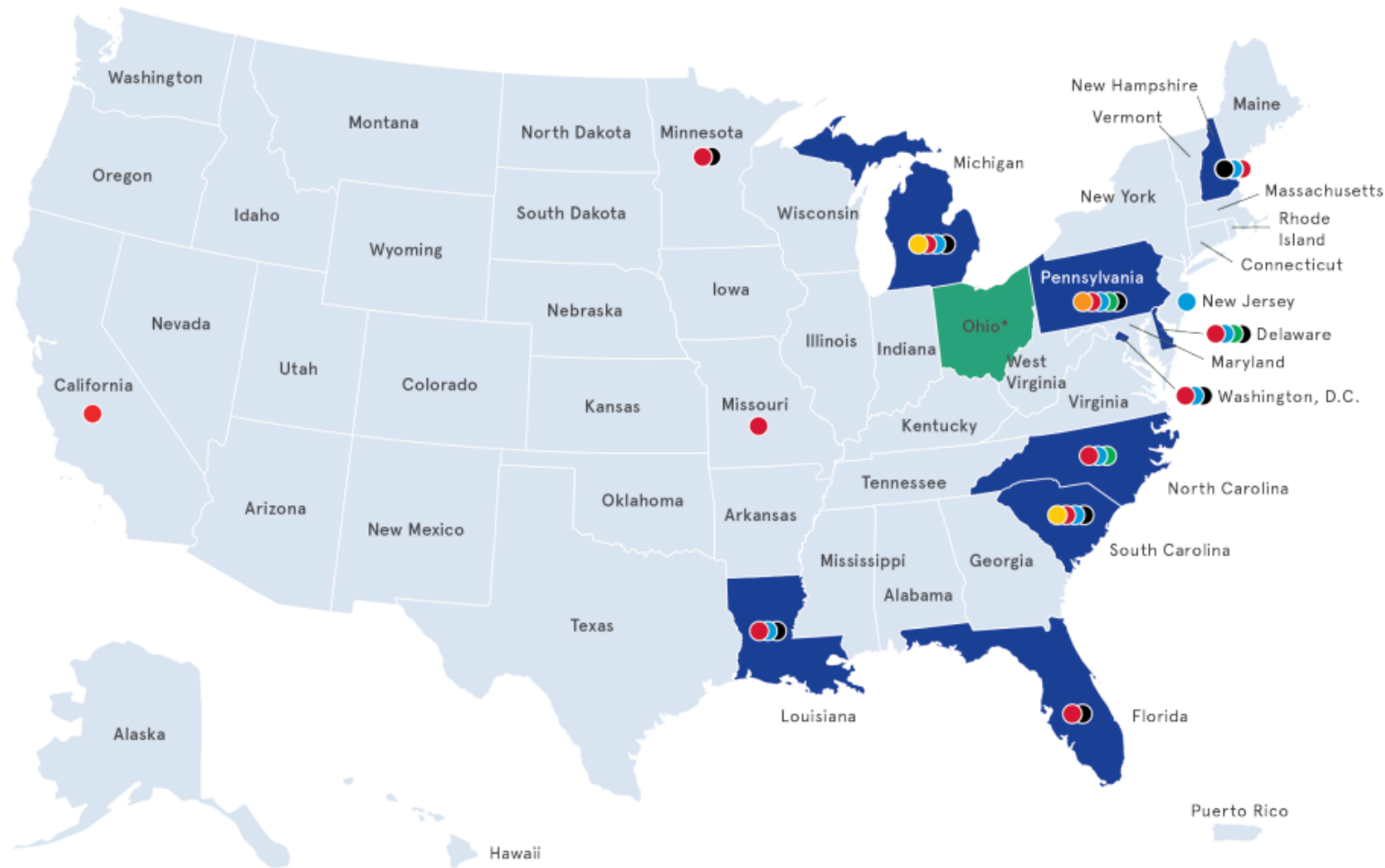
A well-established company with nearly 40 years of experience serving Medicaid beneficiaries and other low-income and chronically ill populations in rural and urban settings.

A mission-driven company whose goal is to keep families and communities healthy by helping them connect to their physicians, with a focus on preventive care and health maintenance.

An organization with diverse expertise, including Medicaid, Medicare-Medicaid plans (MMPs), Medicare Advantage dual-eligible special needs plans (D-SNPs), ABD (aged, blind, and disabled) behavioral health, pharmacy benefit management (PBM), and specialty pharmacy services.



# Where we are



**Blue states** Existing AmeriHealth Caritas Medicaid health plan markets **Green state** New AmeriHealth Caritas Medicaid health plan market in 2022

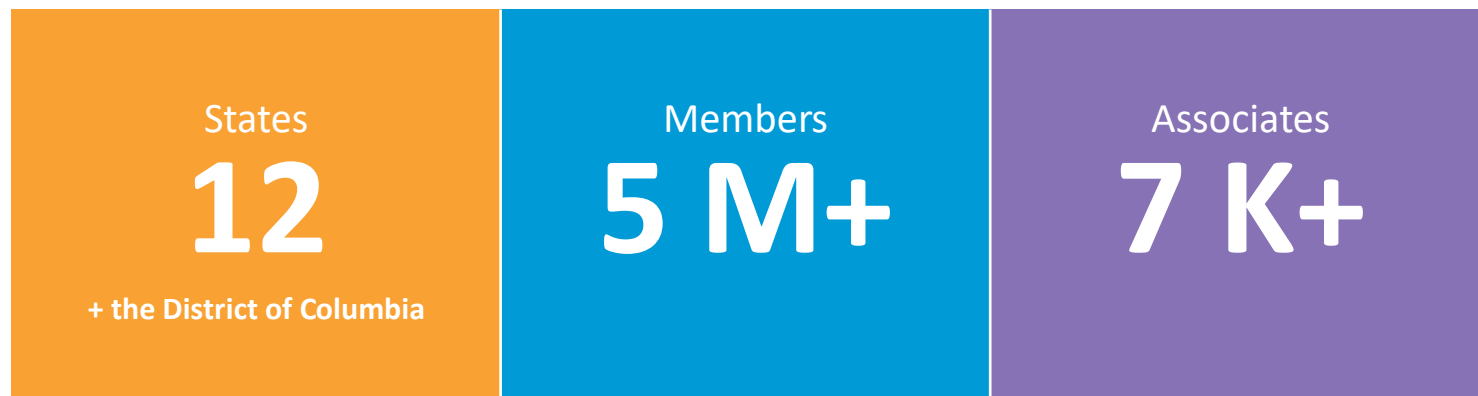
- Dual eligible special needs plan (D-SNP)
- Medicare-Medicaid plan (MMP)
- Behavioral health managed care
- Specialty pharmacy
- Long-term services and supports (LTSS) experience
- Pharmacy benefit management

\*Selected by Ohio Department of Medicaid (ODM) to provide Medicaid managed care services; anticipated go-live July 2022.

# Leading managed care organization

## Our mission:

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



# Why Medicaid managed care?



# Why Medicaid managed care?

Medicaid managed care promotes a culture of wellness through interventions that coordinate care, handle chronic conditions, engage and educate patients, and offer access to high-quality care.

In successful programs, managed care organizations (MCOs) serve as active advocates for members to help them access appropriate health care at the right time and in the right settings.

Some states are implementing a range of initiatives to coordinate and integrate care beyond traditional managed care. These initiatives are focused on improving care for populations with chronic and complex conditions, aligning payment incentives with performance goals, and building in accountability for high-quality care.



“Managed Care,” Medicaid.gov, <https://www.medicaid.gov/medicaid/managed-care/index.html>.

# Why Medicaid managed care?

A full-risk Medicaid managed care model can be effective in managing special populations, including those with behavioral health issues, intellectual and developmental disabilities, and long-term care needs. MCOs can offer improved:



**Access**



**Coordination**



**Quality**

# Why AmeriHealth Caritas?



# Our capabilities

## **In 2020, AmeriHealth Caritas' corporate systems and centers:**

Handled over 2.3 million member and provider calls in our 24/7 call centers.

Facilitated an average of 1.6 million inquiries monthly through our robust web-based provider portal.

Received more than 97.2% of provider claims electronically with an automatic adjudication rate of over 88%.

Processed an average of 41.5 million claims.

# Our personalized care

With over 35 years of experience serving Medicaid populations, AmeriHealth Caritas understands that our members face socioeconomic and health factors that play an important role in access to quality health care and the type of programs required to improve health status. Our innovative approach to serving members identifies and focuses on the unique needs of each individual — from their physical health to the broader range of behavioral, social support, and long-term services, and other needs that impact the member's current and future health.

## Social issues

- Poverty.
- Language barriers.
- Education.
- Homelessness.
- Transportation.
- Food access.
- Personal safety.

**MEMBERS  
WE SERVE**

## Health issues

- Health literacy.
- Comorbidities.
- Behavioral health.
- Substance use.
- Polypharmacy.
- Drug adherence.



# How we can support you

Our goal is to support providers with the tools and technology necessary to streamline administrative processes so that providers have more time to deliver member care. We pride ourselves in maintaining the flexibility to customize our systems to accommodate the unique requirements of every market with:

- Electronic solutions.
- Dedicated local staff.
- Involvement through provider committees.
- Population health programs.
- PerformPlus<sup>®</sup> value-based programs.

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“The (AmeriHealth Caritas Community HealthChoices) Network Management Team is extremely efficient and customer-focused. Questions by providers and billers are answered completely and timely. Claims management and administrative issues are solved quickly and graciously without exception.”

**Mary Wetherall, R.N., MSN, H.N.-B.C., Chief Executive Officer, NEPA Community Health Care**

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# Dedicated local staff

When you join AmeriHealth Caritas, a local and knowledgeable Provider Network Management Account Executive who is well-versed in both physical and behavioral health care will be assigned to your area.

To support our shared initiatives and programs, we will also have some Account Executives with specialty backgrounds (e.g., in substance use disorder), to participate in our Recovery Care Team or other collaborative programs.

Your dedicated Account Executive will routinely meet with you in person to provide orientations, review education needs, and provide assistance with any questions you may have.



# Electronic solutions to ease administration

## **Our e-Solutions can help you optimize productivity through:**

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

# Electronic solutions to support patient care management

Our secure provider portal offers web-based solutions that allow providers and health plans to share critical administrative, financial, and clinical data in one place. This tool can help you manage patient care with quick access to:

Member eligibility and benefits information.

Panel roster reports.

Care gap reports to identify needed services.

Member clinical summaries.

Admission and discharge reports.

Medical and pharmacy claims data.

**Eligibility and Benefits for JOHN WALKER**  
Male born on 10/10/2004

AmeriHealth Caritas

**Active** from 01/06/2015 to 12/31/2199

**Patient Details**

JOHN WALKER  
Male born on 10/10/2004  
464 DREAM STREET  
DREAMLAND, MO 63020

First Name: JOHN  
Last Name: WALKER

Member ID:  
Group: 000038-0036  
DREAMLAND TOWNSHIP BOE  
POS COBRA

Subscriber: CHRIS WALKER  
(Parent/Guardian)

Print

ERSC - BASIC MEDICAL Service Date: 03/03/2016

**PRIMARY CARE PROVIDER**  
NO PCP SELECTED  
Phone:

**Benefits**

- Health Benefit Plan Coverage
- Brand Name Prescription Drug
- Chiropractic
- Dental Care
- Emergency Services
- Generic Prescription Drug
- Hospital
- Hospital - Emergency Medical
- Hospital - Inpatient
- Hospital - Outpatient
- Medical Care
- Mental Health
- Pharmacy
- Professional (Physician) Visit - Office**

**Professional (Physician) Visit - Office**

**Co-Pay:** \$0  
Authorization : Not Required

**Co-Insurance:** 0%  
Authorization : Not Required

**Deductible:** \$0 per Calendar Year  
Individual  
Authorization : Not Required

**\$0 Remaining**  
Individual  
Authorization : Not Required

Benefit Begin Date: 01/01/2015

Image is for illustrative purposes and does not contain actual patient or provider data.

# Provider resources

**AmeriHealth Caritas Ohio is dedicated to supporting our participating providers and making the information they need available at their fingertips. We keep you informed through the following communication methods:**

- Online Provider Manual.
- Timely notification of Plan updates.
- Network News (no-cost e-mail service).
- *Connections* newsletter.
- Dedicated provider website section.
- Provider education.
- Regular visits from your assigned, local Account Executive.

## **Searchable online tools:**

- Online provider directory.
- Drug formularies.

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**Excellent provider communication and service are organization-wide priorities.**

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# Provider committees

**We welcome direction and feedback from our providers through membership in our provider committees, including but not limited to:**

- Quality Assessment Performance Improvement (QAPI) Committee.
- Quality of Clinical Care Committee.
- Credentialing Committee.
- Pharmacy and Therapeutics Committee.
- Provider Advisory Councils.

# Medical Management



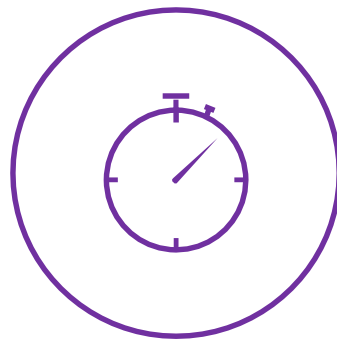
# Coordinating care through ongoing collaboration

AmeriHealth Caritas is in the community, offering individualized support and coordinating the full spectrum of care services and resources that address our members' unique needs.



## Community Care Management Team

A multidisciplinary care team that works in the community, meeting our members in the neighborhoods where they live and coordinating with the primary care provider (PCP) practice.



## Rapid Response and Outreach Team

Staff who help members access providers, set up appointments, adhere to medication regimens, arrange transportation, and connect to community resources.



## Community Health Navigators

Special group of community health workers who locate difficult-to-engage members to reconnect them with care management and provide hands-on coordination, and arrange community wellness events.



## Embedded Care Managers

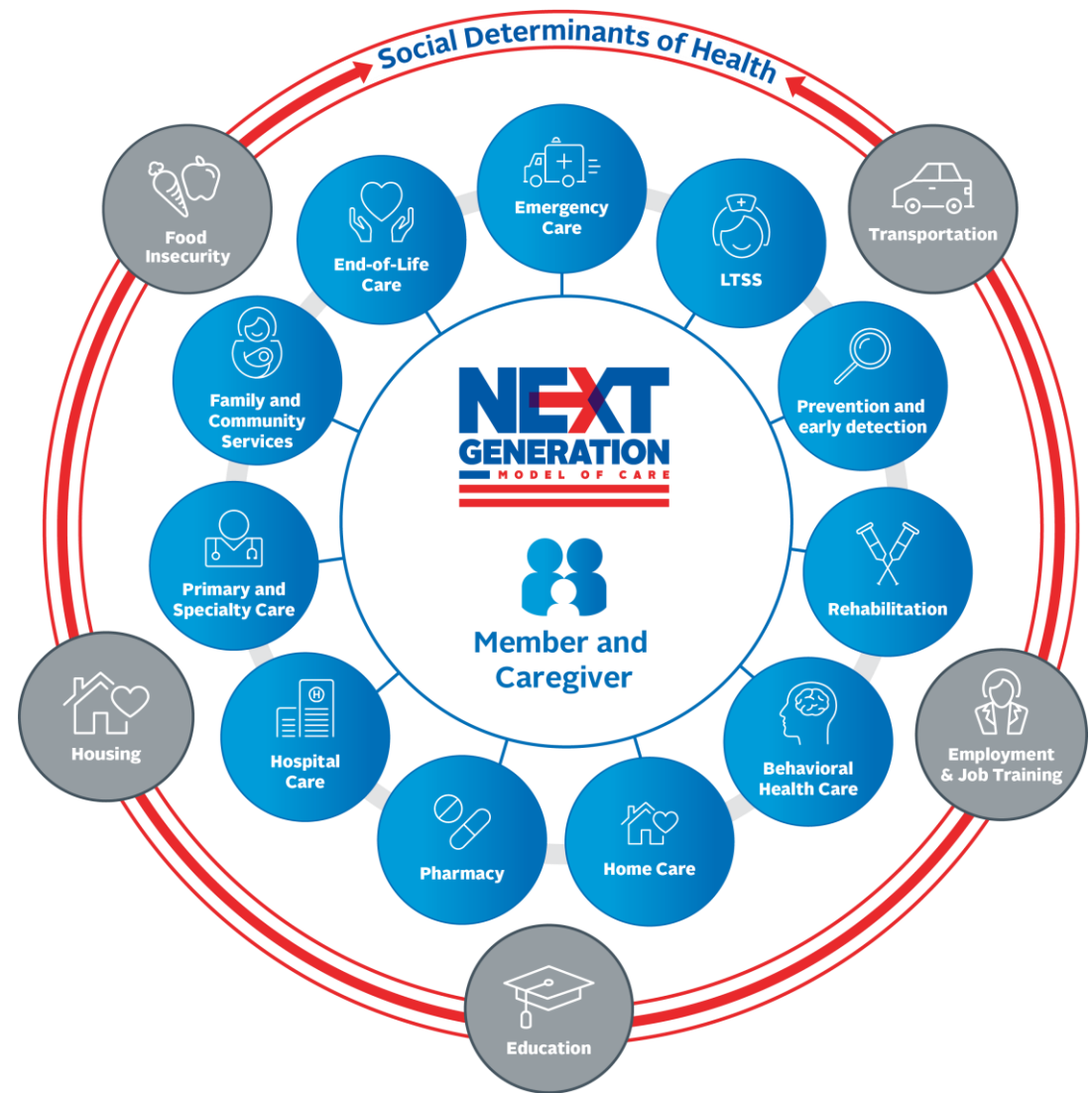
Nurse and social worker Care Managers embedded into the practice site of key providers to collaboratively manage the care of members.



# Creating a framework for an integrative approach to care

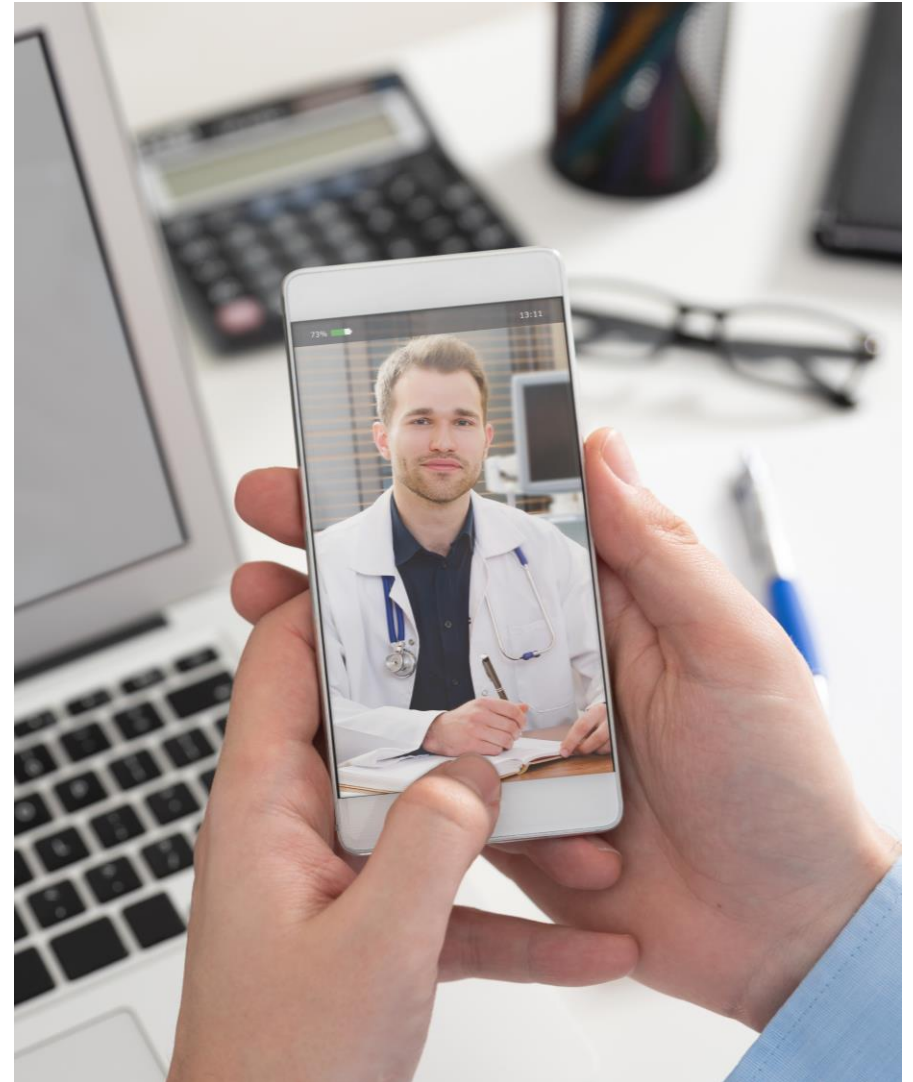
Our multifaceted approach addresses the needs of our members, connecting them with the health care and services they need to get well and stay well. Our approach includes:

- Engaging, educating, and empowering members to actively participate in improving their health outcomes.
- Providing members with the information they need when they need it through our use of technology and member portals.
- Involving members, parents or guardians, care team members, providers, behavioral care providers, social services, and community group representatives in the care planning and management process.
- Using community-based services to avoid or delay institutional care, supporting members who desire to remain in a home- and community-based setting.
- Incentivizing and rewarding healthy member behaviors.



# Telemedicine

To expand access to care, AmeriHealth Caritas members have access to telemedicine and telehealth services. Virtual visits allow members to see a physician or qualified health care provider in a distant location without going to that location.



# Removing barriers

AmeriHealth Caritas trains care managers and uses our network of diverse partnerships to tackle the many health-harming, psychosocial determinants our members face, including:



## Lack of transportation

We offer transportation to and from doctor appointments for members.



## Insufficient housing

Our associates can help members locate affordable housing and obtain air conditioning or heat.



## Emergency food or clothing

Our care managers and call center associates can help members find donation centers in their area.



## Peer supports

We offer peer-support programs to motivate members to practice preventive health and change unhealthy behaviors.



## Employment

Our Pathways to Work program helps members earn their GED® and readies them for career opportunities.

# Implementing innovative programs



## Pathways to Work:

- A job readiness initiative:
  - 12-week program designed to provide foundational job readiness skills to increase economic opportunity for our members.
  - Integrates basic computer and customer service skills training in a classroom environment in tandem with an on-the-job internship at our local health plan.
  - Provides participants with overall job readiness, relevant career certifications and skills necessary for entry-level positions in a broad range of industries and companies.



## Housing Acquisition and Resource Team (HART):

- Primary focus is to assess those members who are homeless and develop a plan of care to secure appropriate housing given each member's unique situation:
  - Focuses on the member's psychosocial and medical needs; existing service providers and activities.
  - Looks at the assessment and care plan creation process by enrolling the member into the coordinated entry system.



## Community Wellness Centers:

- Serve as a resource hub in the community and provide space for face-to-face care coordination and support, including new member orientations, community meetings, wellness screenings, care management, doctor appointment scheduling, health education, and coordinated social services.
  - Centers' goal is to increase engagement of our communities and our participants in improving health outcomes.
  - Group space for the community partners to offer services that address social determinants of health, such as literacy and education.

# Implementing member-centric programs



## Bright Start<sup>®</sup>:

- Prenatal maternity program that provides support for members who are pregnant:
  - Educational materials and promotion of the use of 17P.
  - Outreach calls and events, including community baby showers.
  - Moms2B (federal lifeline phones and care management support).



## 4 Your Kids Care:

- Focused education for mothers of young children:
  - How to care for a sick child.
  - When to call the PCP.
  - Importance of regular PCP visits.
  - Group setting fosters sharing and empowerment.



## Healthy Hoops<sup>®</sup>:

- Innovative childhood asthma and obesity management program.
- Recognized by the NCQA.
- Has demonstrated decreases in inpatient and emergency room utilization, an increase in the use of prevention inhalers, and a decrease in the use of rescue medications.

# Quality Assurance



# Quality Assurance

The AmeriHealth Caritas Quality Assessment Performance Improvement (QAPI) program provides a framework for evaluating the delivery of health care and services provided to members.

## **Develops:**

- Goals and strategies considering applicable state and federal laws and regulations and other regulatory requirements, National Committee for Quality Assurance (NCQA) accreditation standards, evidence-based guidelines established by medical specialty boards and societies, public health goals, and national medical criteria.
- Preventive health and clinical guidelines using criteria established by nationally recognized professional organizations and input from the AmeriHealth Caritas clinical experts.
- Uses performance measures such as Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>), Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>), consumer and provider surveys, and available results of the External Quality Review Organization (EQRO), as part of its QAPI program.

# Attaining excellence – NCQA and URAC



## NCQA Health Plan Accreditation

- AmeriHealth Caritas Pennsylvania (since 2001).
- AmeriHealth Caritas Northeast (since 2016).
- Keystone First (since 2001).
- Select Health of South Carolina (since 2010 — previous URAC certification).
- AmeriHealth District of Columbia (since 2014).
- AmeriHealth Caritas Louisiana (since 2015).
- Blue Cross Complete of Michigan (since 2015).
- Prestige Health Choice (since 2018).

## NCQA Multicultural Health Care Distinction

- AmeriHealth Caritas Pennsylvania (since 2010).
- Keystone First (since 2010).
- First Choice by Select Health of South Carolina (since 2010).
- AmeriHealth Caritas District of Columbia (since 2019).
- Blue Cross Complete of Michigan (since 2015).
- AmeriHealth Caritas Northeast (since 2017).
- AmeriHealth Caritas Louisiana (since 2017).

## URAC Pharmacy Benefit Management, Drug Therapy Management, and Specialty Pharmacy Accreditations

- PerformRx.
- PerformSpecialty.

## NCQA Managed Behavioral Healthcare Organization Accreditation

PerformCare.

## NCQA Utilization Management Accreditation

PerformRx.

**AmeriHealth Caritas health plans were three of the first seven plans to receive NCQA's Multicultural Health Care Distinction.**



# Value Based Programs



# AmeriHealth Caritas Value-Based Strategy

## Goal

Build effective collaborations with health care providers to help individuals access care, stay well, and build healthy communities.

Innovative provider partnership and payment models

Practice support and resources

Specialized programs to improve health outcomes

Local Joint Operating Committees

## Key components of a successful strategy.

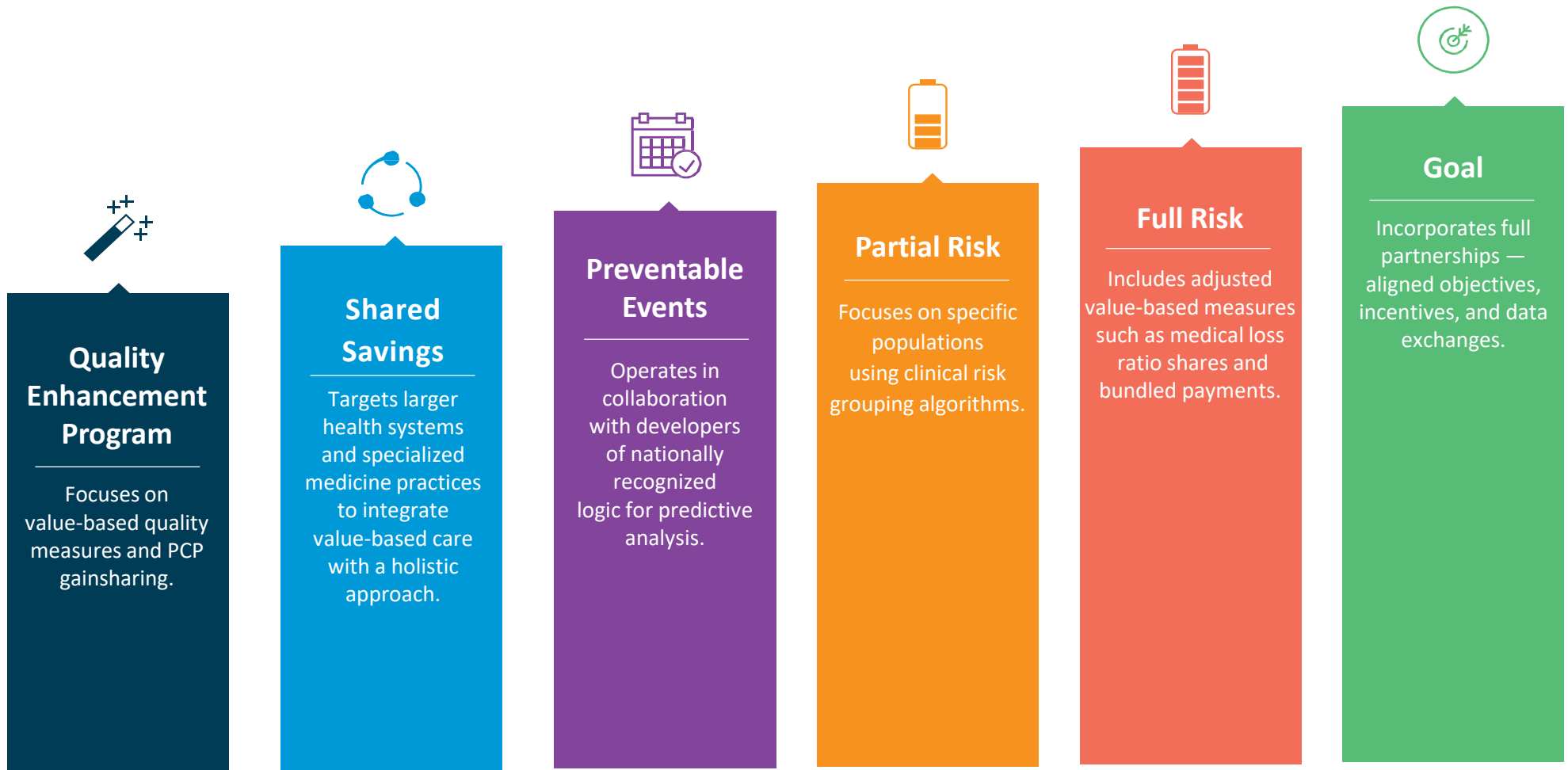
Tailored value-based reimbursement programs

Market-specific practice transformation support

Timely and actionable data at point of care

Multi-stakeholder engagement

# Transitioning to a value-based system



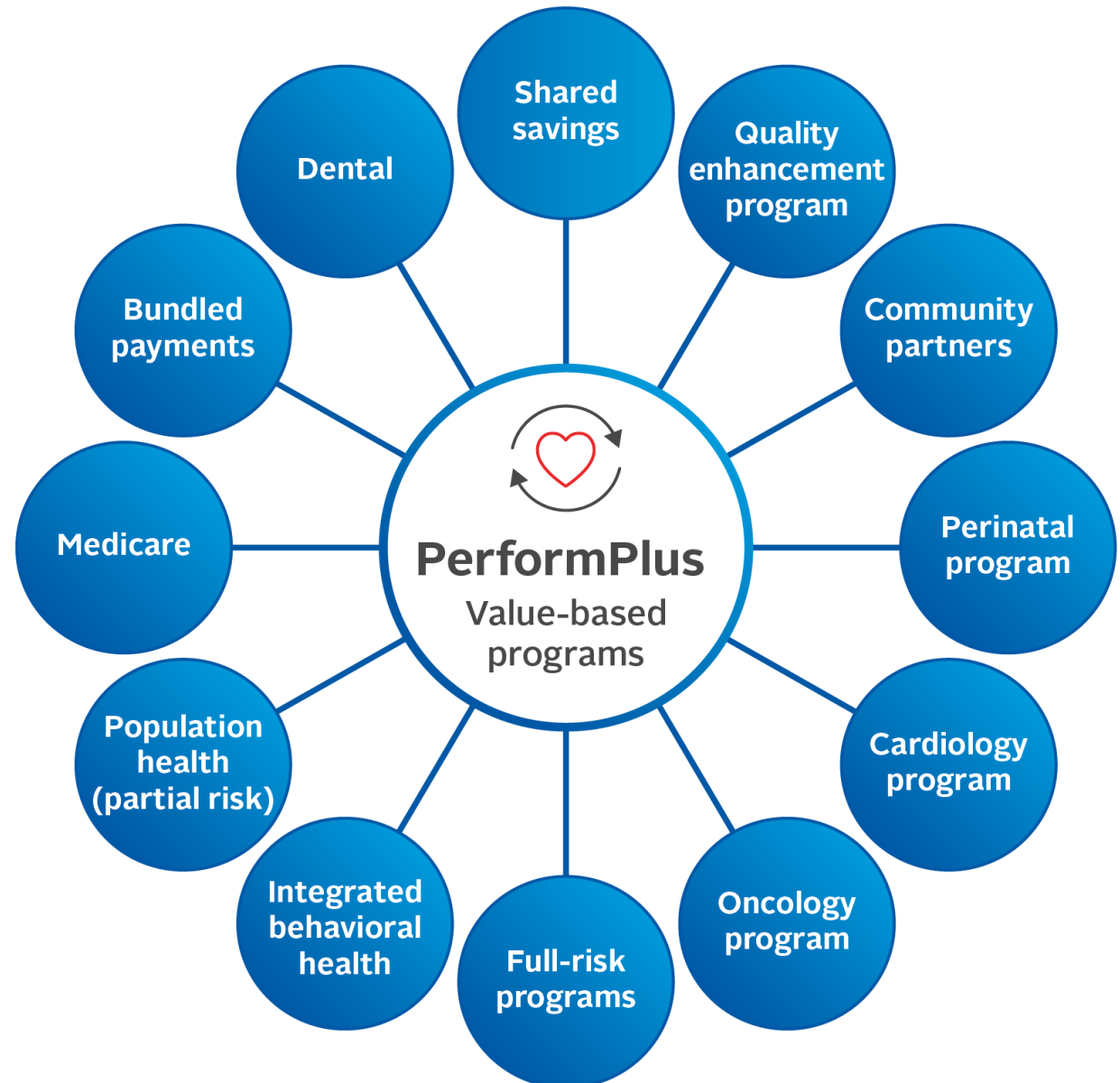
# PerformPlus®

PerformPlus® is a suite of value-based incentive programs available to primary care providers, physical and behavioral health specialists, hospitals, and integrated delivery systems aimed at improving quality, costs, and patient satisfaction. PerformPlus reporting delivers on AmeriHealth Caritas' strategic goal to increase access to and use of actionable data with interactive web-based dashboards, available 24 hours a day, seven days a week, through a secure portal.

# PerformPlus® Portfolio of Programs

AmeriHealth Caritas Perform Plus® value-based portfolio is designed to advance our company's vision for quality.

Our suite of value-based programs offers a wide array of value-based programs focused on partnering with health care providers for quality improvement.



# Achieving growth in our value-based programs

MEMBERS attributed to/cared for by all providers across all health plans in the AmeriHealth Caritas Family of Companies:

**2,057,989\***

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ACTIVE members that are attributed to/treated by providers in Value Based programs:

**1,798,974\***

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PERCENT ACTIVE members that are attributed to/treated by providers in Value Based programs:

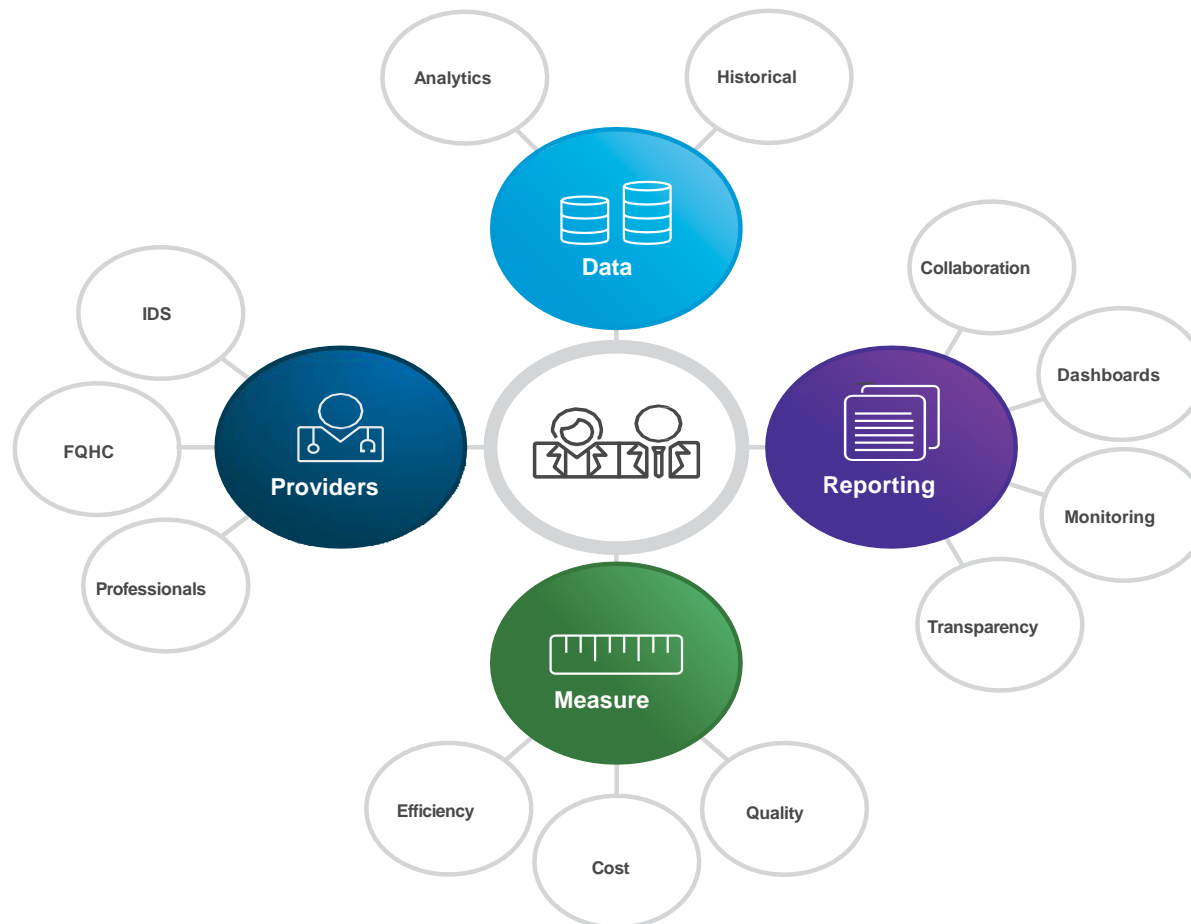
**87.41%\***



\*As of Feb 2021

# Tailoring programs to align with state and practice needs

Our adaptable, customized solutions are easily transferrable between markets and maintain the ability to augment our value-based programs for state-specific initiatives.



# Increasing access to data and reports

**1,163\*** Unique provider groups with web based access to value based performance metrics and reports

**87.4%\*** Deployed essential data and reports for over 89% of membership for quality and cost tracking and transparency

“

The Community Partners Program provides us with current, user-friendly data that is easy to access and download. While the program offers a complete incentive, it also provides the tools to do focused patient care management.”

MARCELLA LINGHAM, ED. D.  
EXECUTIVE DIRECTOR,  
QUALITY COMMUNITY HEALTH CARE  
PHILADELPHIA, PENNSYLVANIA

”

\*As of Feb 2021



# How to reach us



Call us at 1-833-296-2259.

Email us at [ProviderRecruitmentOH@amerihealthcaritas.com](mailto:ProviderRecruitmentOH@amerihealthcaritas.com).

Visit us online at <https://www.amerihealthcaritas.com/become-a-provider/join-now-ohio.aspx>.

# Questions?

