

Introduction to AmeriHealth Caritas Delaware



Delivering the Next
Generation
of Health Care

AmeriHealth Caritas Delaware — Who We Are



AmeriHealth Caritas Delaware is backed by AmeriHealth Caritas a national, well-established, company with more than 35 years experience.

AmeriHealth Caritas is one of the largest managed care organizations in the U.S.

AmeriHealth Caritas operates in 11 states and the District of Columbia.



Member Rights

As an AmeriHealth Caritas Delaware member, you have many rights. Here are some of them. All member rights and responsibilities are located in the Member Handbook.

You have the right to:

- Be treated with respect and dignity.
- Know that it's private when you talk with your doctors and other providers.
- Have an illness or treatment explained in a language you can understand.
- Select and change your primary care provider (PCP).



Member Rights (continued)

You also have the right to:

- Make a grievance (complaint) about AmeriHealth Caritas Delaware or the care provided to you, and receive an answer.
- Request an appeal if you believe AmeriHealth Caritas Delaware was wrong in denying, reducing, or stopping a service or item. If you disagree with the appeal outcome, you may request a State Fair Hearing from the state.
- Be treated no differently by providers or by AmeriHealth Caritas Delaware for exercising your rights.

All of your rights are listed in the Member Handbook.



Member Responsibilities

AmeriHealth Caritas Delaware needs your help. Please remember that you have a responsibility to:

- Let us, the Delaware Health and Social Services (DHSS) Change Center, and your health care providers know of any changes that may affect your membership, health care needs, or [benefits](#). For example, if you move or change your phone number.
- Keep your eligibility information up to date with DHSS. Find out when your eligibility will need to be reviewed. Make sure all your information is updated so you don't experience a gap in your coverage.



Member Responsibilities (continued)


You also have a responsibility to:

- Work with us and your health care providers. Follow your health care provider's instructions about your care.
- Treat your health care providers and their staff with respect and dignity.
- Talk with your health care provider. Agree on goals for your treatment.
- Talk with your health care provider so you can understand your health concerns.



Member ID Card


Be sure to keep your card with you at all times.
You should have it ready to show your provider.



Diamond State Health Plan

<p>Member name John L Doe</p> <p>AmeriHealth Caritas Delaware ID 123456789</p> <p>Sex: M</p> <p>Date of birth: MM/DD/YYYY</p> <p>State ID: 1234567890123</p> <p>Copays ER: \$0 PCP: \$0 SPEC: \$0</p> <p><i>Limits may apply to some services.</i></p>	<p>Primary doctor PCP first name, PCP last name</p> <p>Group name</p> <p>PCP phone number X-XXX-XXX-XXXX</p> <p>Effective date MM/DD/YYYY</p>
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Not transferable



www.amerhealthcaritasde.com

Always carry your AmeriHealth Caritas Delaware card. You'll need it to get your benefits. Go to your AmeriHealth Caritas Delaware primary care provider (PCP) for medical care.

Emergency room: Go to an emergency room near you if you believe your medical condition may be an emergency. If you get emergency care, please notify your PCP.


Out-of-area care: Report out-of-area care to AmeriHealth Caritas Delaware and your PCP within 48 hours.

Mental health, drug, and alcohol services: Call Member Services at 1-844-211-0966.

AmeriHealth Caritas Delaware
Claims Processing
P.O. Box 80100, London, KY 40742-0100

All other insurance payors must be billed before AmeriHealth Caritas Delaware, payor of last resort.


<p>Member Services 1-844-211-0966</p> <p>TTY 1-855-349-6281</p> <p>Provider Services and prior authorization 1-855-707-5818</p> <p>Report Medicaid fraud 1-866-833-9718</p> <p>To speak with a nurse anytime 1-844-897-5021</p> <p>Pharmacy Member Services 1-877-759-6257 or TTY 711</p> <p>Pharmacy RxBIN #600428</p> <p>Pharmacy RxCN #07710000</p> <p>Pharmacy Provider Services: 1-855-251-0966</p>



Diamond State Health Plan-Plus LTSS

<p>Member name John L Doe</p> <p>AmeriHealth Caritas Delaware ID 123456789</p> <p>Sex: M</p> <p>Date of birth: MM/DD/YYYY</p> <p>State ID: 1234567890123</p> <p>Copays ER: \$0 PCP: \$0 SPEC: \$0</p> <p><i>Limits may apply to some services.</i></p>	<p>Primary doctor PCP first name, PCP last name</p> <p>Group name</p> <p>PCP phone number X-XXX-XXX-XXXX</p> <p>Effective date MM/DD/YYYY</p>
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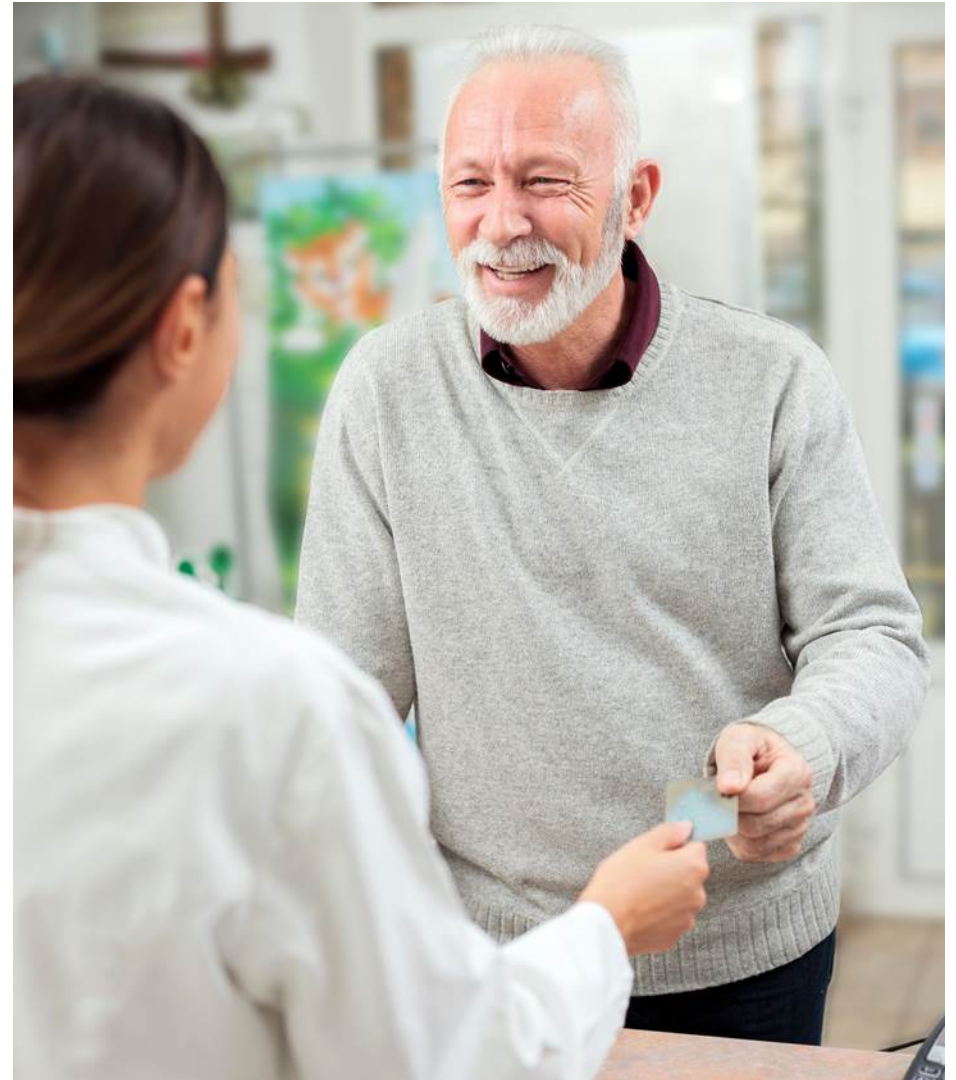
<p>Member Services 1-855-777-6617</p> <p>TTY 1-855-362-5769</p> <p>Provider Services and prior authorization 1-855-707-5818</p> <p>Report Medicaid fraud 1-866-833-9718</p> <p>To speak with a nurse anytime 1-844-897-5021</p> <p>Pharmacy Member Services 1-855-294-7048 or TTY 711</p> <p>Pharmacy RxBIN #600428</p> <p>Pharmacy RxCN #07710000</p> <p>Pharmacy Provider Services: 1-888-987-6396</p>

Coordination of Benefits

If you have other medical insurance, including Medicare:

- Show all of your medical ID cards to all of your health care providers and pharmacies.
- Other medical insurance must be billed before AmeriHealth Caritas Delaware.

Let Delaware Health and Social Services (DHSS) know if you have other medical insurance coverage by calling **1-800-372-2022**.



What Is Covered?

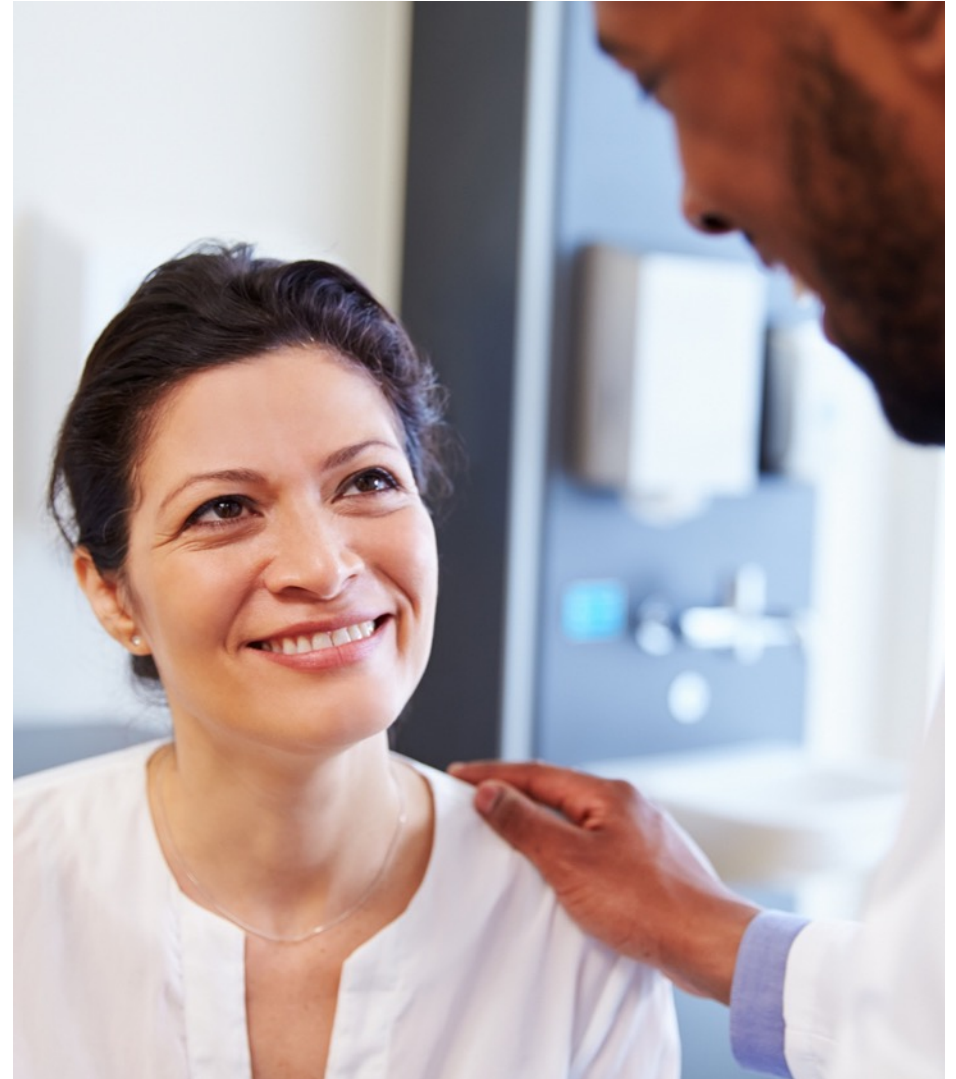
Some services include:

- Physician services, hospital services, and behavioral health services.
- Preventive screenings.
- Dental and vision services.

If you have questions regarding coverage, please call Member Services:

Diamond State Health Plan
1-844-211-0966
(TTY 1-855-349-6281)

Diamond State Health Plan-Plus
1-855-777-6617
(TTY 1-855-362-5769)



Eye Care

AmeriHealth Caritas Delaware offers vision services for all ages. Including:

- Routine eye exam once every 12 months.
- One pair of prescription eye glasses or contact lenses every 12 months.



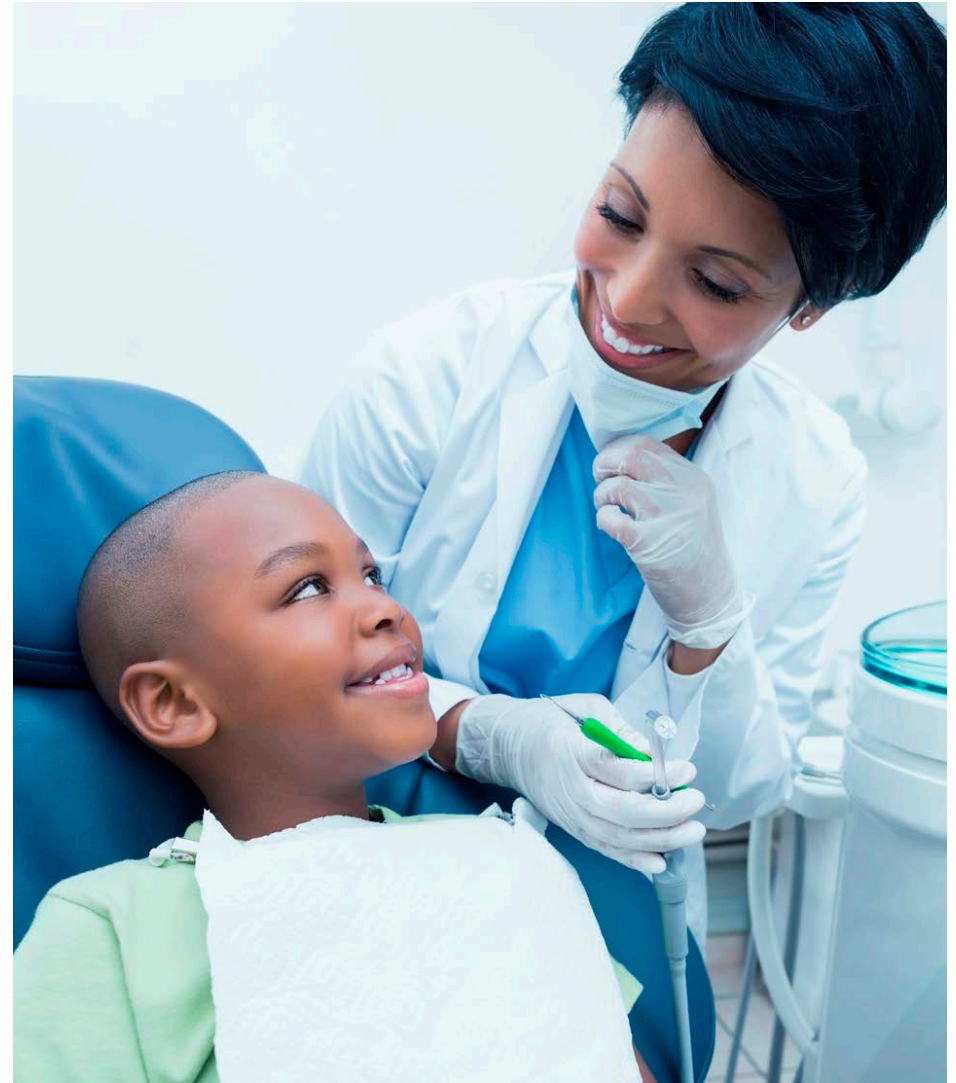
Dental Services (ages 20 and under)

Members ages 20 and under

Dental services are available to Delaware Medicaid members ages 20 and under.

The Delaware Medicaid fee-for-service program provides these services.

Call Delaware Medicaid Customer Relations at **1-800-372-2022** for more information.



Dental Services (ages 21 and older)

Members ages 21 and older

AmeriHealth Caritas Delaware offers limited dental services to members ages 21 and older. Including:

- Routine exams and cleanings once every 12 months.
- X-rays (bite-wing: one set every 12 months; full mouth: one set every 36 months).

The removal of bony impacted wisdom teeth is a covered service under AmeriHealth Caritas Delaware.

If you have questions or need help finding a participating provider, call AmeriHealth Caritas Delaware:

**Diamond State
Health Plan
1-844-211-0966**

**Diamond State
Health Plan-Plus
1-855-777-6617**



Prescription Benefits

AmeriHealth Caritas Delaware covers medicines that:

- Are medically necessary.
- Approved by the U.S. Food and Drug Administration (FDA).
- Prescribed by a Delaware Medicaid Assistance Program (DMAP) enrolled provider.

If you have questions or need help finding a participating pharmacy, call AmeriHealth Caritas Delaware:

Diamond State Health Plan
1-877-759-6257 (TTY 711)

Diamond State Health Plan-Plus
1-855-294-7048 (TTY 711)



Long-Term Services and Supports (LTSS)

- LTSS are person-centered services for AmeriHealth Caritas Delaware members approved for DSHP-Plus LTSS.
- We support basic activities of daily life and self-care at home, in the community, in assisted living, and in nursing homes.
- At AmeriHealth Caritas Delaware, we, along with you and your caregivers, develop a service plan based on your assessed needs.
- Health and safety are very important. We proactively address risks to enable you to live as independently as possible.



Non-Emergency Transportation

You can call LogistiCare at **1-866-412-3778** to see if you qualify for transportation to medical appointments.

Where's My Ride? Hotline: **1-866-896-7211**

Remember:

- Call at least three days in advance to schedule an appointment.
- You will need to have the address, including city and ZIP code, of the appointment.
- You will need to have your Medicaid member ID Number.

This service is not available for Delaware Healthy Children Program members.



Additional Benefits

AmeriHealth Caritas Delaware members can receive extra benefits at no extra cost.

These services include:

- 24-hour member services line.
- Smoking cessation.
- Lamaze® classes.
- 24/7 Nurse Call Line.
- Pediatric care management.
- Immunization reminders.
- Mammogram scheduling.
- Parenting classes.
- Supportive disease management.
- Community events.
- Health education.

About Managed Care



What Is a Primary Care Provider (PCP)?

- A PCP can be a doctor, nurse, nurse practitioner, nurse midwife, or a licensed physician such as family or general practitioners, geriatricians, pediatricians, OB/GYN, or an internist who plans and/or helps you access health care services.
- A PCP is someone you should visit at least once a year or more often if the PCP recommends, in addition to visiting them if additional health concerns arise.
- Your PCP knows your health history and can help you get needed medical services like specialist care, hospitalizations, labs, and X-rays.
- You can change your PCP by letting us know.



What Is Specialty Care?

- Specialty care is given by a doctor who has received extra medical training. For example, a doctor can specialize in the heart (cardiologist), bone or muscles (orthopedist), or brain (neurologist).
- If you have health needs that require specialized care, your PCP may send you to a specialist.
- AmeriHealth Caritas Delaware covers your visits to specialists in our network. You do not need a referral to see a network participating specialist.



Emergency Versus Urgent Care

Emergency care	Urgent care
<p>An emergency condition is a problem so serious that you must seek care right away to avoid severe harm.</p>	<p>Treatment of a condition that is potentially harmful to a patient’s health and is medically necessary to receive treatment within 48 hours to prevent deterioration.</p>
<p>If you are not sure if it’s an emergency, call your PCP or behavioral health specialist first. If they cannot be reached, call the AmeriHealth Caritas Delaware 24/7 Nurse Call Line at 1-844-897-5021</p>	<p>Call your PCP or behavioral health specialist first. If they cannot be reached, call the AmeriHealth Caritas Delaware 24/7 Nurse Call Line at 1-844-897-5021.</p> <p>The PCP must schedule an appointment within two calendar days of the request for an urgent care appointment.</p>
<p>If you go to the emergency room, call your PCP for a follow-up appointment the next day.</p>	<p>If you go to an urgent care center, call your PCP for a follow-up appointment the next day.</p>

Examples of Emergency Versus Urgent Care

Examples of emergencies	Examples of urgent care needs
Breathing problems	Animal bites
Broken bones	Bruises
Chest pain	Colds
Choking	Coughing
Drug overdose	Diarrhea
Loss of speech	Earache
Poisoning	Pink eye
Severe burns	Rashes
Severe dizzy spells, fainting, or blackouts	Sore throat
Severe spasms or convulsions	Stomachache
Severe wounds or heavy bleeding	Vomiting
Sudden loss of feeling or not able to move	Feeling very depressed or anxious
Strong feelings of wanting to hurt yourself or someone else	

Preventive Screenings

- Annual preventive physicals for adults.
- Mammograms.
- Cervical cancer screenings.
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT).
- Well-child care checkups.
- Adolescent well care.
- Preventive health screenings.
- Lead screenings.
- Diabetic care (HbA1C screenings).
- Adult body mass index (BMI).



Children's Well Visits — Early and Periodic Screening, Diagnostic, and Treatment

Screenings for children under age 21 include:

- Complete physical exam.
- Shots (immunizations).
- Lab tests (blood tests, lead levels, and urine tests).
- Vision and hearing tests.
- Dental screening by a PCP.*
- Growth measurements.
- Tuberculosis (TB) testing.
- Blood pressure check.
- Health and safety education.
- Child health and development history.
- Body mass index (BMI) check.
- Tracking the child's development and eating habits.
- Behavioral and mental health, social emotional skills.

* A dental screening by a PCP is covered for children under age 21 as part of Early and Periodic Screening, Diagnostic, and Treatment.



Care Coordination

AmeriHealth Caritas Delaware provides care coordination for all members through:

- Care Coordinators.
- Resource Coordinators.
- Health education.



Care Management



Value-Added Services



Prenatal Care

Bright Start® is AmeriHealth Caritas Delaware's maternity management program. The Bright Start program helps members have the healthiest pregnancies possible.

Bright Start can:

- Help members select the right providers for their prenatal care.
- Help members arrange prenatal and postpartum visits.
- Provide members with Bright Start Care Managers.
- Help members get food for their babies through the Women, Infants, and Children (WIC) program.



Prenatal Care (continued)

Bright Start can provide members with extra help if they:

- Have a history of diabetes, asthma, or depression.
- Have developed high blood pressure.
- Have had a preterm delivery in the past.
- Struggle with drug or alcohol use.

A Bright Start specialist is available to members Monday through Friday, from 8 a.m. – 5 p.m.



General Educational Development (GED®)

Have you wanted to earn your GED?

AmeriHealth Caritas Delaware can help:

- **Expenses:** AmeriHealth Caritas Delaware will pay for testing fees.
- **Coaching:** Once you enroll in GED preparation classes, a program coach will work with you every step of the way.

What to do next

Call the Rapid Response and Outreach Team at **1-844-623-7090**, and ask for more information.



Health Education Programs

- **4 Your Kids Care** workshops – learn the best ways to care for your children’s health.
- **Healthy Hoops** – an asthma education program.
- **Community Baby Showers** – free prenatal information hosted by the Bright Start program.
- **Lose to Win** – helps members with diabetes learn about healthy choices and diabetes management.



Important Contacts



Grievances and Appeals



We want you to be happy with AmeriHealth Caritas Delaware and your health care providers. If you have questions or concerns about AmeriHealth Caritas Delaware benefits or services, you can call Member Services. We can help with questions and concerns. If we cannot immediately resolve your questions or concerns, we will investigate the issue and respond within 30 days.

Grievance system*

Depending on the circumstance, members can take the following steps:

- Submit a grievance (complaint) to AmeriHealth Caritas Delaware.
- Appeal a decision AmeriHealth Caritas Delaware has made to deny or limit services.
- Request a State Fair Hearing if you are dissatisfied with an appeal decision by AmeriHealth Caritas Delaware.

* Please refer to your Member Handbook for the complete description of the grievances and appeals process.

Managed Care Ombudsman



For members receiving long-term care services and supports (LTSS), the Delaware Department of Health and Social Services (DHSS) advocates for residents living in long-term care facilities, as well as those who live at home and receive home- and community-based services.

The Ombudsman investigates and resolves complaints.

Long-Term Care Ombudsman

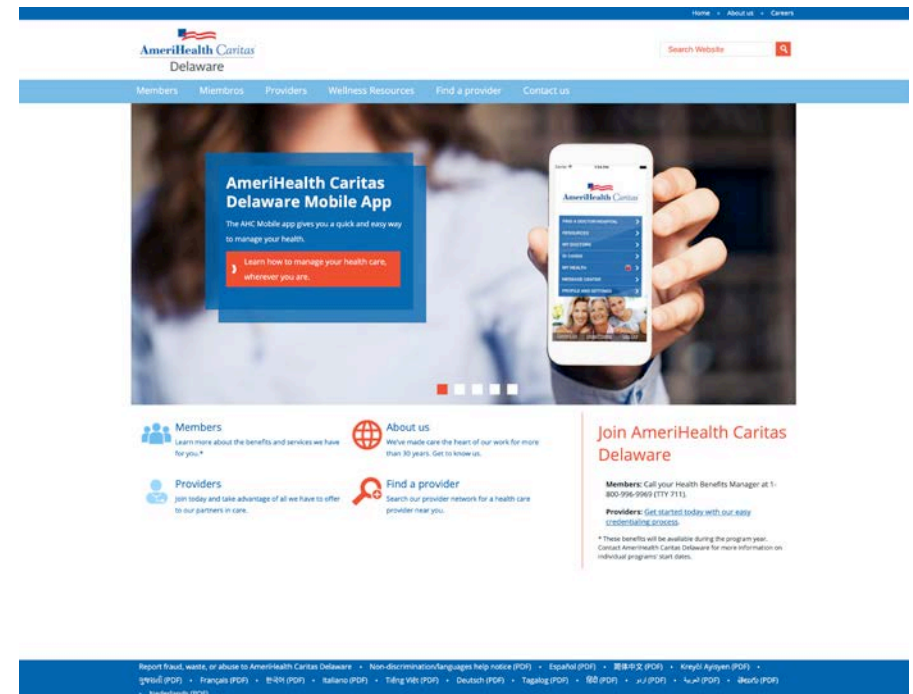
1-800-223-9074 (TDD 1-302-391-3505)

delawareadrc@state.de.us

Member Website

Find what you are looking for on our website at www.amerihhealthcaritasde.com. You can learn more about:

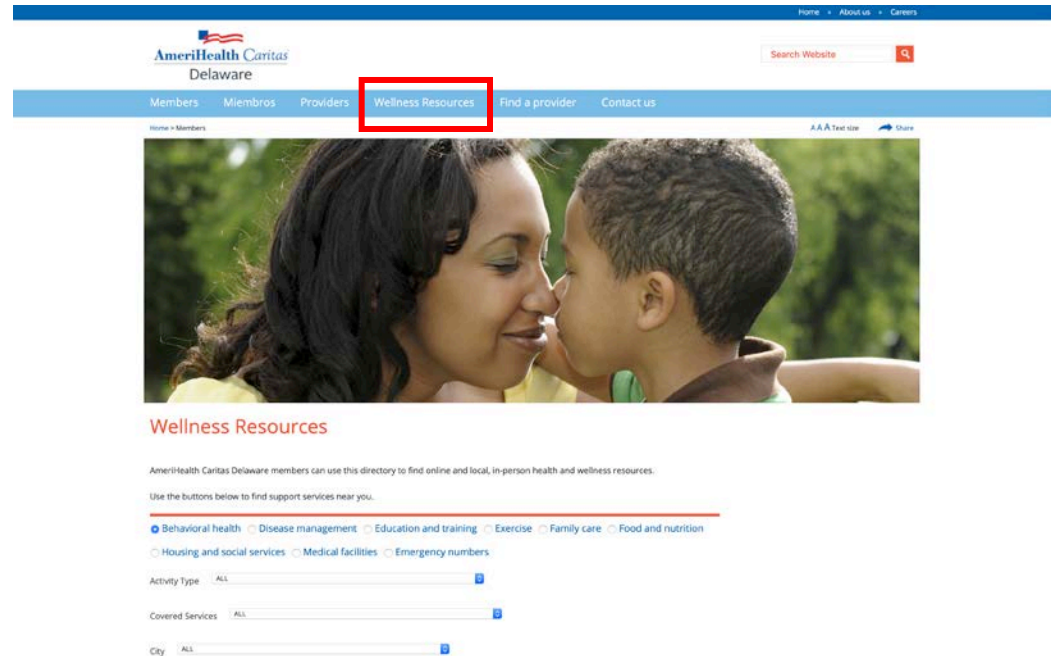
- Benefits and services.
- Health and wellness programs.
- Links to health education.
- Community services.
- Member resources.
- Frequently asked questions.
- Contact information.
- Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
- Member rights and responsibilities.
- Grievances, appeals, and State Fair Hearings.
- Finding a provider or specialist.



Wellness Resources

Need help? Visit AmeriHealth Caritas Delaware's community wellness resource directory.

Visit www.amerihealthcaritasde.com and click on the **wellness resources** link. You do not need a password or login information.



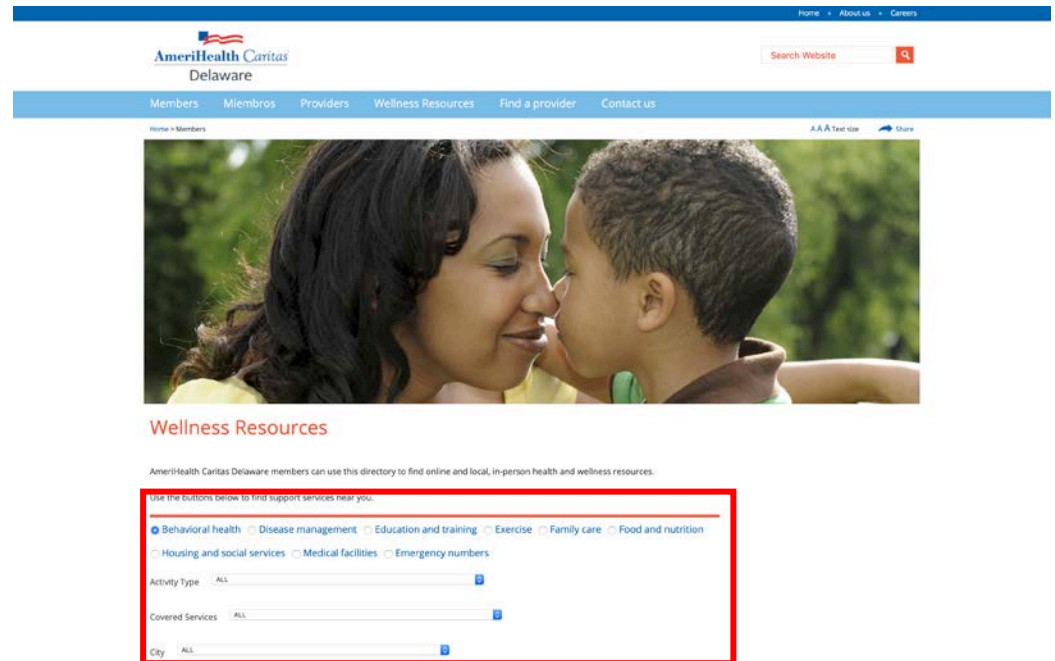
The screenshot shows the website's navigation menu with the following items: Home, About Us, Careers, Members, Miembros, Providers, **Wellness Resources** (highlighted with a red box), Find a provider, and Contact us. Below the navigation is a search bar and a large image of a woman and a child kissing. The main heading is "Wellness Resources". Below this, there is a paragraph: "AmeriHealth Caritas Delaware members can use this directory to find online and local, in-person health and wellness resources. Use the buttons below to find support services near you." This is followed by a list of service categories: Behavioral health (selected), Disease management, Education and training, Exercise, Family care, Food and nutrition, Housing and social services, Medical facilities, and Emergency numbers. There are also three dropdown menus for "Activity Type", "Covered Services", and "City", all currently set to "All".

Wellness Resources

The wellness resources directory includes resources for:

- Behavioral health.
- Disease management.
- Education and training.
- Exercise.
- Family care.
- Food and nutrition.
- Housing and social services.
- Medical facilities.
- Emergency numbers.

You can search for programs by type of activity, location, whether the program is covered, and any rules about who can participate. You will also find contact information for each program and instructions on how to access them.



Home About us Careers

AmeriHealth Caritas Delaware

Search Website

Members Miembros Providers Wellness Resources Find a provider Contact us

Home Members A A A Text size Share

Wellness Resources

AmeriHealth Caritas Delaware members can use this directory to find online and local, in-person health and wellness resources.

Use the buttons below to find support services near you.

Behavioral health Disease management Education and training Exercise Family care Food and nutrition

Housing and social services Medical facilities Emergency numbers

Activity Type: All

Covered Services: All

City: All

Mobile App

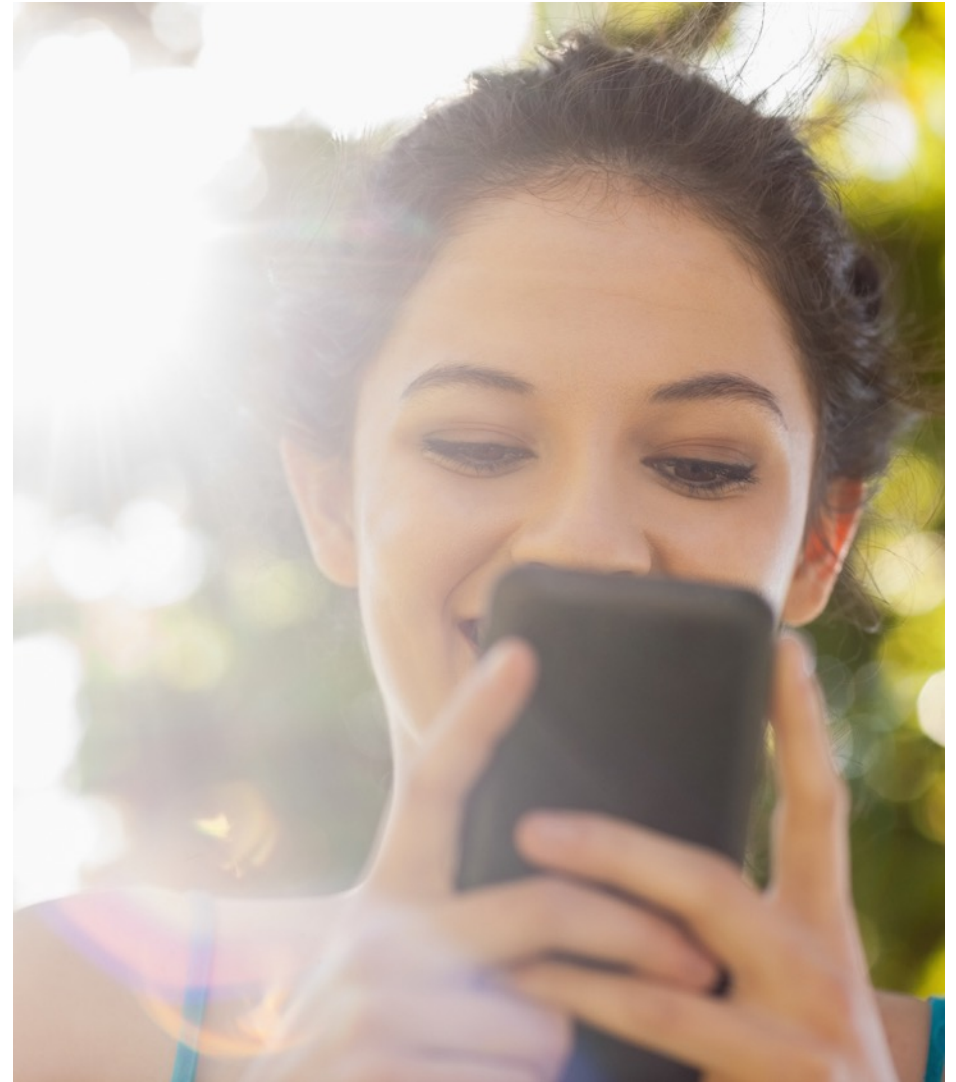
Stay updated on your health care information by downloading our mobile app to your smartphone.

AmeriHealth Caritas Delaware mobile app can help you:

- Download your ID card.
- Select a new doctor or specialist.
- Access your medication list.
- Get directions to your appointment.
- Find the phone number for AmeriHealth Caritas Delaware.

What to do next:

To get the mobile app, visit the Google™ Play or Apple App® Store. The mobile app is available for iPhone and Android smartphones. Or text **“app”** to **85886**.



Bright Start PlusSM mobile app

With the Bright Start Plus app, you can have health information right at your fingertips:

- See what's important to do to stay healthy at all ages.
- View resources and health benefits information in your area.
- Use pregnancy and health trackers and milestone information.
- Share information with friends and family.

The mobile app is available for iPhone and Android smartphones. To get the Bright Start Plus app, visit the Google PlayTM Store or Apple App Store[®]. Or text "health" to **1-302-202-9766**.



Bright Start *Plus*SM

State of Delaware Contacts

- Health Benefits Manager for Enrollment — **1-800-996-9969**.
- State of Delaware, Division of Social Services Customer Relations — **1-800-372-2022**.
- DHSS Change Report Center — **1-866-843-7212**

Services offered:

- Member eligibility.
- Member enrollment.
- Change of name, address, or phone number.
- Reporting a birth or income change.
- Help in applying for Medicaid.
- Checking on an application.

AmeriHealth Caritas Delaware Contacts

- Member Services:
 - Diamond State Health Plan — **1-844-211-0966.**
 - Diamond State Health Plan-Plus — **1-855-777-6617.**
- Email — members@amerihealthcaritasde.com
- Website — www.amerihealthcaritasde.com

Services offered:

- Help with member inquiries.
- Help with billing issues.
- Disease management.
- Maternity management.
- Care coordination.



Member Advocate

- A Member Advocate can assist you, your health care providers, and case managers with:
 - Obtaining care.
 - Scheduling appointments.
 - Grievances and appeals.
- Call one of these numbers to speak to a Member Advocate:
 - Diamond State Health Plan — **1-833-669-7674.**
 - Diamond State Health Plan-Plus — **1-833-669-7674.**
 - Diamond State Health Plan-Plus LTSS — **1-855-777-6617.**





AmeriHealth *Caritas*[™]

Delaware

ACDE-1786565

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