



**AmeriHealth Caritas**<sup>™</sup>

Delaware

# July 2020 ProviderPost



## Articles in this edition:

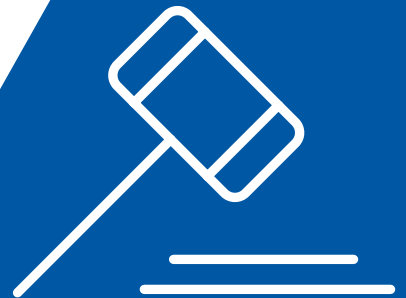
- Culturally competent care
- Community Resource Hub



## AmeriHealth Caritas Delaware is on Facebook and Instagram!

Follow AmeriHealth Caritas Delaware on Facebook or Instagram for event information, health tips, member information, and more.

Search for **@AmeriHealthCaritasDE** on either social platform to find us.



## Fraud Tip Hotline

**1-866-833-9718**, 24 hours a day, seven days a week.

Secure and confidential.  
You may remain anonymous.



## Culturally competent care

The goal of our cultural competency program is to ensure that all of our members, regardless of their culture, country of origin, language, race, or ethnicity, are able to access quality health care services. We recognize that it is our responsibility, along with our participating providers, to meet the unique needs of our diverse membership through customized health-related information and services.

AmeriHealth Caritas Delaware can help when your practice has questions about delivering effective health services to diverse populations.

AmeriHealth Caritas Delaware provides telephonic interpretation services, free of charge, to any AmeriHealth Caritas Delaware member through Language Access Services associates. For help serving members with limited English knowledge, low literacy proficiency, or sensory impairments, contact Member Services at:

- 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).**

**Our mission**  
We help people:



**Get care**



**Stay well**



**Build healthy communities**

**We believe everyone should  
have access to quality  
health care and services.**

# Community Resource Hub

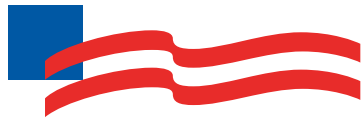
At one time or another,  
we all need a little help.

AmeriHealth Caritas Delaware provides a free searchable website to connect our plan members with online and local, in-person programs and resources. The Community Resource Hub, powered by the Aunt Bertha search and referral platform, offers free or reduced-cost local services related to medical care, housing and food, job training, childcare, and more.

To learn more and help connect your patients with these important services and supports visit [www.amerihealthcaritasde.com](http://www.amerihealthcaritasde.com) > **Wellness Resources.**

Upon using the Aunt Bertha tool, we encourage you to complete our short survey. This will help AmeriHealth Caritas Delaware improve these resources to better serve your — and your patients' — needs.





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