



September 2019 ProviderPost

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2019 Provider Forum

Join us for a day of learning and networking with AmeriHealth Caritas Delaware's staff and fellow providers. Join the forum that works best with your schedule to learn more about the AmeriHealth Caritas Delaware plan updates that will impact the new contract year.

Registration is now open!

RSVP with each attendee's practice name, full name, title, email address, and phone number any time before September 30 by visiting <https://www.surveymonkey.com/r/ZQV67GN>. Due to limited seating, there is a two-participant limit per practice.

Room locations and campus maps for each forum are available on our [Training and Education](#) webpage.

Sussex County

Wednesday, October 9, 2019
1 p.m. – 4 p.m.

Jack F. Owens Campus

Delaware Technical Community College
21179 College Drive
Georgetown, DE 19947

Kent County

Thursday, October 10, 2019
9 a.m. – 12 p.m.

Charles L. Terry Jr. Campus

Delaware Technical Community College
100 Campus Drive
Dover, DE 19904-1383

New Castle County

Wednesday, October 16, 2019
9 a.m. – 12 p.m.

Stanton Campus

Delaware Technical Community College
400 Stanton-Christiana Road
Newark, DE 19713

HEDIS® data collection and reporting

As we look forward to our next cycle of HEDIS data collection and reporting, AmeriHealth Caritas Delaware thanks you for your continued participation in this important quality initiative. We are also taking this opportunity to share some of the lessons we have learned through this process, and highlight your key role in helping us measure and report the quality of care delivered to our members — your patients.

- Every provider in the AmeriHealth Caritas Delaware provider network is required by contract to cooperate with and participate in AmeriHealth Caritas Delaware's quality management/quality assessment and performance improvement (QM/QAPI) program. We rely on your cooperation and participation to meet our own state and federal obligations as a Medicaid managed care organization (MCO).
- AmeriHealth Caritas Delaware's access to the medical records maintained by our providers is a critical component of our data collection as we seek to ensure appropriate and continued access to care for our member population. AmeriHealth Caritas Delaware or its designee must receive medical records from you in a timely manner for HEDIS data collection, NCQA accreditation, medical records documentation audits, and other quality-related activities that comprise our QAPI program. We will reach out from time to time to request records for these purposes; it is essential that you provide the requested records within the time frames set forth in these notices.
- As our technological capabilities continue to advance, we will enhance our data collection efficiency to support our QAPI and population health programs, including the use of bi-directional automated data exchange with our providers. These exchange opportunities are intended to capture data related to gaps in care and identify social determinants of health that may also be targets for intervention. We will work with our providers to identify and implement the most appropriate format and cadence for data exchange.
- AmeriHealth Caritas Delaware's clinical reviewers fully investigate potential quality of care (QOC) concerns, in accordance with our policy. Providers are expected to comply with QOC review processes, beginning with the timely submission of records in response to requests from us. Your support of and participation in this critical review process helps ensure the provision of high-quality care and service to our members.

The expectations set out in this notice serve to clarify and expand on the information in the AmeriHealth Caritas Delaware Provider Manual regarding our Quality Management program. If you have any questions or concerns on the information in this notice, please contact your designated Provider Network Account Executive.

We appreciate your continued participation in our provider network, and we look forward to continuing to work with you as we seek to improve and enhance the quality of care and services delivered to our members — your patients.

Our mission:



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



Summer 2019 edition of *Connections* is now available

AmeriHealth Caritas Delaware is pleased to announce the summer 2019 edition of *Connections* — our provider newsletter.

Highlights of this edition include:

- A message from our Behavioral Health Chief Medical Officer.
- Blood lead level screening for AmeriHealth Caritas Delaware members.
- Oral health for older adults.
- And more!

View Summer 2019 *Connections* [here](#).

We hope you will find this edition of our newsletter informative, and we welcome any comments or suggestions you may have.

Please complete our *Connections* feedback survey [here](#).

We value your evaluation.



Fraud Tip Hotline

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

Secure and confidential.
You may remain anonymous.



AmeriHealth *Caritas*[™]

Delaware

www.amerihealthcaritasde.com