

# OUR PROVIDER NETWORK

TOP REASONS TO BECOME AN  
AMERIHEALTH CARITAS PROVIDER



  
**AmeriHealth**  
**Caritas**  
Care is the heart of our work



## WHO WE ARE

AmeriHealth Caritas is the nation's leader in health care solutions for those most in need, impacting the lives of millions of individuals nationwide. With our mission-driven legacy of more than 40 years, we're more than just another health insurance company. Every day, we put care at the heart of our work for our members, their families, and our providers.

### Our solutions

At AmeriHealth Caritas, we believe everyone deserves access to quality health care. Complemented by our proven care management models and award-winning wellness programs, we make a difference by being different.

### Living our mission

As an organization, we've built a culture of deep commitment to everyone we serve — a commitment that extends beyond the job. That's why we're actively improving health outcomes and giving back.

### Improving outcomes

Our unique programs support wellness; address social needs; improve pediatric and prenatal care; and help meet acute and chronic care needs associated with diabetes, heart disease, hypertension, asthma, chronic obstructive pulmonary disease, sickle cell anemia, depression, and more. Through these and other programs, we're consistently improving member outcomes, resulting in cost savings.

### Giving back

What distinguishes us is not just our mission, but the associates who live its values. AmeriHealth Caritas is committed to attracting and sustaining a talented workforce that reflects the diversity of the communities where they live and work. In all our health plans, we recruit locally so our associates can relate to members with an instinctive understanding of the circumstances and conditions unique to each area. As an organization, and as individuals, we're giving back by investing in the future with community initiatives that support the well-being of our members and the communities we serve.



**Through Care Crew, our associates make a difference by volunteering in local communities. Since the launch of Care Crew in 2017, we have continued to build our volunteer and philanthropic efforts. In 2022, we logged more than 70,455 associate volunteer hours.**

**\$2,100,000+**

value of volunteer hours

**15,980**

care cards, letters, and drawings created and distributed to community partners

**148,222**

community meals provided

**25,120**

miles walked in support of 23 nonprofit agencies

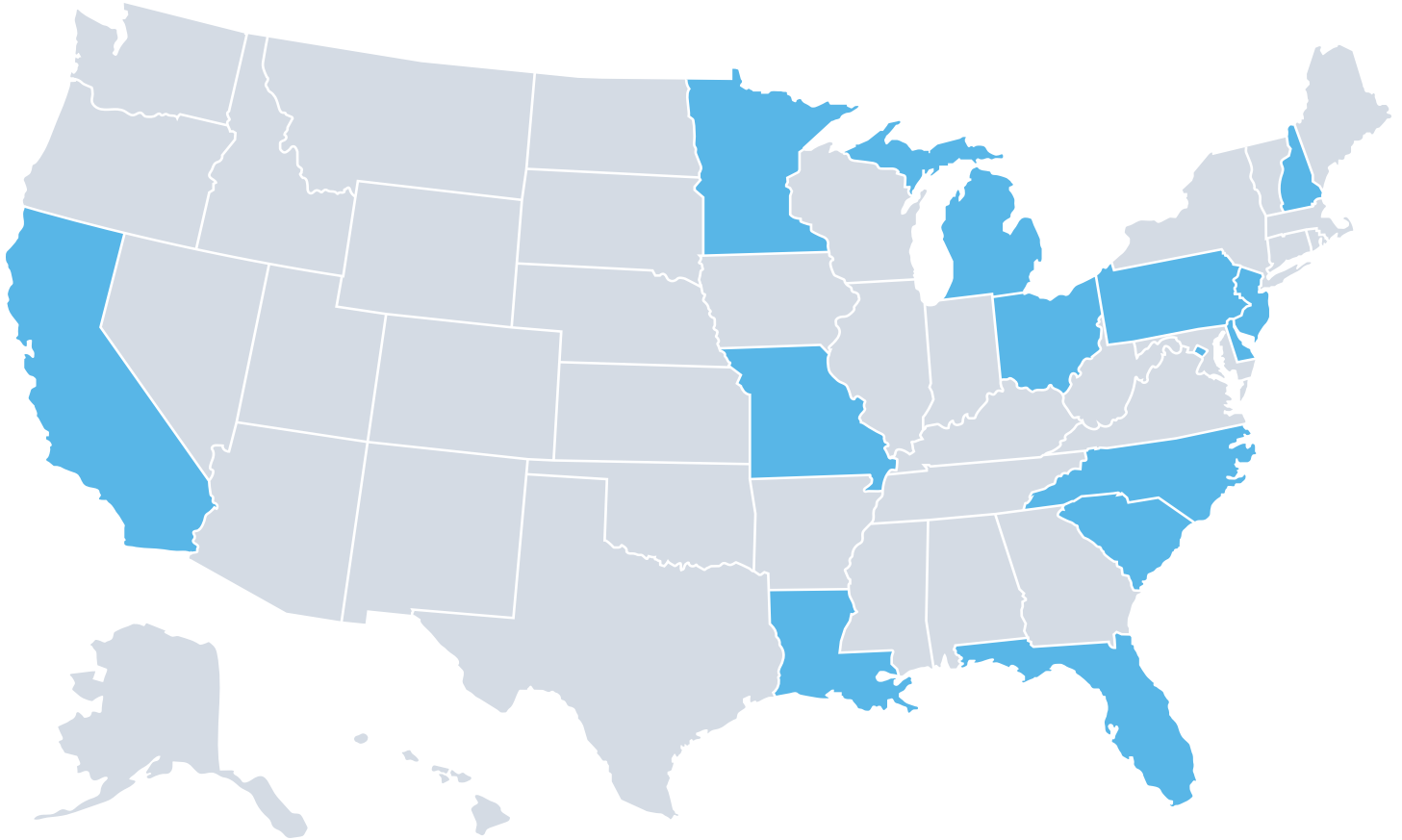
**565**

mentoring hours recorded

## WHO WE SERVE

With our nationwide presence, in 2022 AmeriHealth Caritas handled over 2.8 million member and provider calls in our 24/7 Contact Centers. We processed approximately 4.7 million claims and facilitated more than 2.6 million transactions monthly through our robust provider portal.

Our goal is to provide responsible managed care solutions, including Medicaid, Medicare, Children's Health Insurance Programs (CHIP), and Health Insurance Marketplace programs – plus pharmacy benefit management, behavioral health, and administrative services. Through our family of companies, we possess the proven resources to successfully implement and sustain integrated health systems while also maintaining the flexibility to customize our systems to the unique requirements of each market.



**2.8 MILLION**

annual member and provider calls in our 24/7 Contact Centers



**4.7 MILLION**

claims processed each month



**2.6 MILLION**

monthly transactions through our robust provider portal

## EMPHASIS ON PROVIDER SUPPORT

At AmeriHealth Caritas, we are dedicated to ensuring our participating providers have the information and assistance they need to partner with us and provide quality care for our members. Our approach includes the following:

### Assigned, local Account Executives

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

### Ongoing education

Our providers have numerous opportunities for ongoing education, including continuing medical education (CME) credits and continuing education units (CEUs), via webinars, in-person clinical and administrative training sessions, virtual case-based learning, and plan-sponsored educational events.

### Provider committees

Local provider committees offer avenues for input on program development and processes. Collaborate with medical professionals and practitioners in your community to identify ways to improve care coordination, health outcomes, patient engagement, and more.

### Searchable online tools

Easy-to-use and searchable online provider directories and drug formularies allow you to find what you're looking for — in an instant.

### Excellent customer support

Our dedicated customer support staff is available to answer your questions and connect you with the right resources.

### Consistent plan-to-provider communication

We'll keep you up to date on important plan and program information, while maintaining an open dialogue, by doing the following:

- Refreshing the dedicated provider area of our website
- Sending email updates, fax alerts, and other provider publications
- Hosting provider workshops and offering interactive online and face-to-face presentations
- Scheduling on-site visits with your assigned Account Executive
- Producing web-based training and education materials
- Sharing easy-to-use reference guides and FAQs
- Conducting provider surveys and roundtables to listen to your feedback



**“The future is exciting, and it is our privilege to partner with providers like you to help enrollees improve their health by offering them the best possible care.”**

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### PAUL A. TUFANO

Chief Executive Officer,  
AmeriHealth Caritas



# 55.9 MILLION

claims were processed in 2022 across the enterprise. Of those, over 90% were auto-adjudicated.



## SIMPLIFIED ADMINISTRATION

### **Our e-solutions help you optimize productivity.**

AmeriHealth Caritas partners with Change Healthcare, the largest electronic data interchange (EDI) clearinghouse in the country, to offer state-of-the-art EDI services to our providers. EDI optimizes productivity by streamlining your workflows and ensuring the following:

- Efficient claims submission
- Accurate, timely reimbursement
- Earlier detection of claim errors
- Faster claim and billing reconciliation
- Reduction of paper workload for your organization
- Lower administrative, postage, and handling costs

### **Electronic claims submission, or 837 transaction**

AmeriHealth Caritas encourages all participating providers to submit claims electronically. Why? It's the simplest, most efficient method to help ensure fast and accurate payment. With electronic submissions, you'll receive confirmation on whether your claim has been loaded within 24 to 48 hours.

### **Electronic remittance advice (ERA), or 835 transaction**

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

### **Electronic funds transfer (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.

### **Our robust, secure provider portal helps you stay informed.**

Our secure provider portal is a 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 do the following:

- 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.

### **Streamlined credentialing**

AmeriHealth Caritas works with the Council for Affordable Quality Healthcare (CAQH) to offer our providers the Universal Provider Data source that streamlines the data collection process for credentialing and recredentialing. For providers new to CAQH, AmeriHealth Caritas offers sponsorship for participation. Delegated credentialing is also available for large provider entities.

# POPULATION HEALTH PROGRAM

At AmeriHealth Caritas, our state-of-the-art care management models and award-winning wellness programs remove barriers to care and get people the help they need. We work to address care gaps, identify opportunities for health using social determinants of health (SDOH) data, and foster health equities with a proven population health program. This program engages and empowers members, creating the capacity for member-centered care plan development through a multidisciplinary approach.

## Alignment with our mission

AmeriHealth Caritas is uniquely positioned to identify and address SDOH on an individual basis. We engage with members to connect them with resources and opportunities that promote independence and self-sufficiency. When we address limited resources in all aspects of our members' lives, we impact medical care and costs and can help members transition from functioning to thriving.

## Individualized care

Members with chronic illnesses often have multiple comorbid conditions. Frequently, they have behavioral health issues and lack an adequate support system. The AmeriHealth Caritas population health program connects case and disease management in a holistic care management approach that addresses comorbid conditions, behavioral health needs, and social and environmental support needs. We work closely with the member to develop a holistic, individualized care plan based on information from member assessments, member goals, and interventions. We aim to focus on self-management and self-sufficiency for the member.

## Team approach

Member care needs can be complex. Our care teams address the layered needs of our members. Teams include plan Medical Directors; Care Managers (registered nurses and licensed social workers), skilled Care Connectors, and Community Health Navigators (for nonclinical issues); and a frontline Rapid Response and Outreach Team that collaborates with Care Managers, Care Connectors, and providers to identify and address member health needs.

## Improved health outcomes

We are dedicated to creating better ways to provide care – a model that allows providers to serve patients in new ways while encouraging members to be more engaged in their own care. AmeriHealth Caritas offers preventive chronic condition and behavioral health management programs to improve health outcomes for members with asthma, cardiovascular disease, chronic obstructive pulmonary disease, diabetes, behavioral health conditions, and other chronic conditions.

## Better communication

Keeping the lines of communication open to keep you informed, AmeriHealth Caritas consistently communicates updates and outcomes via:

- Our "Let Us Know" program, which enables you to quickly and easily refer a member who is in need of greater levels of support
- Contact with a Care Manager
- Contact with the Clinical Education Team
- Fax and email notifications, including regular provider newsletters
- Member care gap reports and clinical information, accessible through the online provider portal
- A dedicated provider area on the plan's website
- On-site support visits from your assigned Account Executive, provider workshops, and interactive presentations

## OUR MISSION

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

For more information about AmeriHealth Caritas, visit [www.amerhealthcaritas.com](http://www.amerhealthcaritas.com).

To become an AmeriHealth Caritas provider, visit [www.amerhealthcaritas.com/network](http://www.amerhealthcaritas.com/network).

Scan to learn more.

