

Winter 2025



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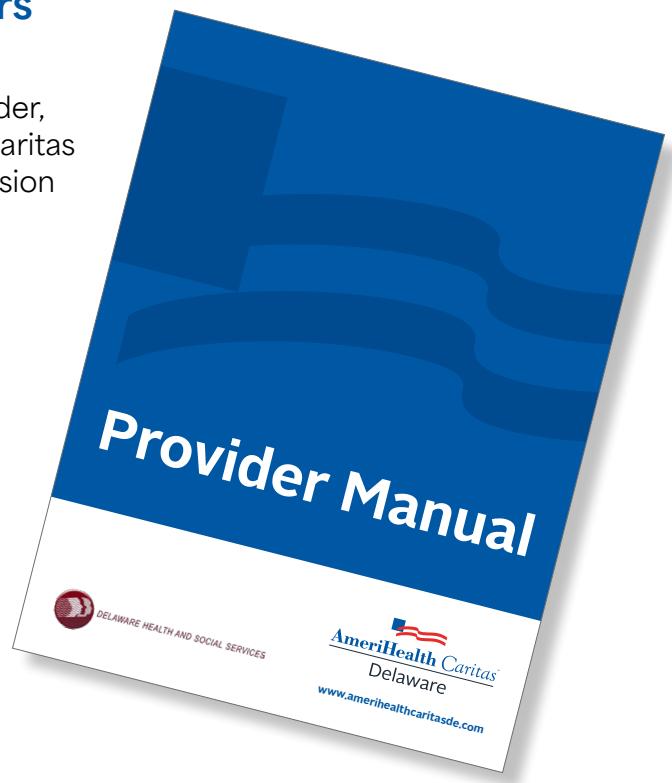
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Reminder: Do not balance bill members

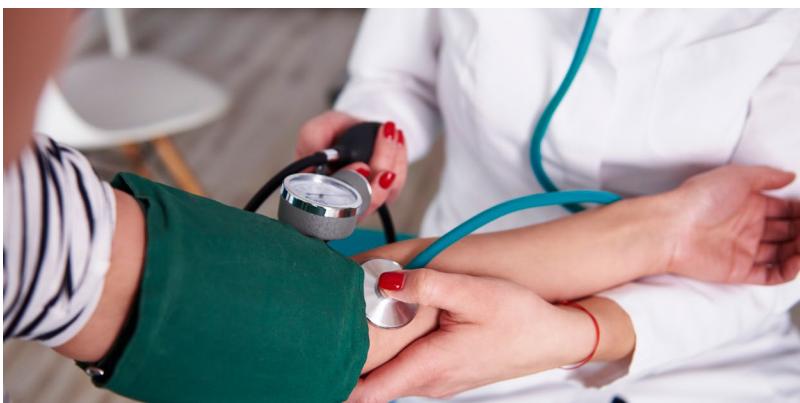
AmeriHealth Caritas Delaware members should not be balance billed by any participating provider. As a reminder, please reference the language from the AmeriHealth Caritas Delaware Provider Manual – Section IX: Claims Submission Protocols and Standards.

Balance billing members

Under the requirements of the Social Security Act, all payments from AmeriHealth Caritas Delaware to participating plan providers must be accepted as payment in full for services rendered. Members may not be balanced billed for medically necessary covered services under any circumstances. All providers are encouraged to use the claims provider complaint processes to resolve any outstanding claims payment issues.



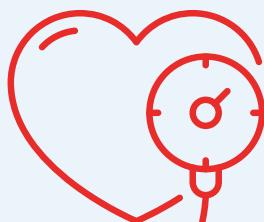
Healthy Heart Ambassador Blood Pressure Self-Monitoring Program



AmeriHealth Caritas Delaware is collaborating with Delaware's Division of Public Health to promote the Healthy Heart Ambassador Blood Pressure Self-Monitoring Program. This four-month program includes a free blood pressure monitor (if needed), biweekly sessions with an AmeriHealth Caritas Delaware coach, four nutritional education sessions, and three healthy cooking demonstrations.

For more information on the referral process and eligibility criteria, visit www.healthydewa.org/Individuals/Heart/Healthy-Heart-Ambassador-Program.

Members with a diagnosis of hypertension who complete a blood pressure screening with a result lower than 140/90 are eligible for a \$25 CARE Card incentive. One per year (incentive distributed based on receipt of claim with CPT II code).



Flu prevention season is here! Fight the flu with vaccinations

The Centers for Disease Control and Prevention (CDC) and the American Academy of Pediatrics (AAP) recommend annual influenza vaccination for most people 6 months of age and older. It's especially important that people with certain underlying medical conditions, pregnant women, very young children, and people 65 years of age and older get vaccinated. We urge you to

continue your efforts to vaccinate your patients against influenza.

AmeriHealth Caritas Delaware members can receive the flu shot at no cost to them. Participating providers may be reimbursed for administering the seasonal flu vaccine to our members. For a list of codes, please refer to the Delaware Medicaid Immunization Fee Schedules.

Influenza and respiratory virus information and resources can be found on the CDC website. Here are some additional vaccination tips:

- Vaccinations can be provided during an EPSDT/well visit, and often during a sick visit.
- AmeriHealth Caritas Delaware members receive educational information on the importance and safety of vaccines through many sources, such as educational flyers, social media postings, member newsletter articles, and direct outreach calls.
- Providers can identify members who need vaccines by using the Care Gap reports found in NaviNet.
- The CDC provides information for talking to parents about vaccines.



Encourage your patients to get their cervical cancer screenings

AmeriHealth Caritas Delaware encourages PCPs and other health care providers to discuss cervical cancer screening with their patients assigned female at birth. This discussion can be included as part of the annual wellness visit and/or follow-up visits as a gap in care.

Both the American Cancer Society (ACS) and the American College of Obstetricians and Gynecologists (ACOG) provide guidelines for cervical cancer screening, but there are some differences between the two sets of

recommendations which can lead to confusion. The Delaware Department of Public Health recommends all women age 21 and older have a pelvic exam annually and women ages 21 – 65 have a cervical cancer screening with either a PAP test every three years or PAP test with HPV co-testing every five years (women ages 30 – 65 only). Women who received the HPV vaccine should still be screened.¹ Women who have had a hysterectomy should discuss cervical cancer screening with their provider.

Members ages 21 – 64 are eligible for a \$25 incentive for cervical cancer screening, one every three years (incentive distributed based on receipt of claim).

Best practices for providers to implement in support of African American/Black patients in controlling blood pressure

High blood pressure affects nearly 50% of the U.S. adult population. This condition, also known as the “silent killer,” increases risk of heart disease and stroke. Disparities in high blood pressure control in non-Hispanic, Black patients requires a targeted approach as this racial group displays the greatest prevalence of high blood pressure.¹

The following best practices have been identified by multiple research studies and are recommended by the American Heart Association (AHA), Million Hearts, and the CDC for providers who are working with Black patients to help them control high blood pressure. This article highlights health literacy, shared decision making, and resources to help teach patients how to measure their blood pressure at home.

Tips for improving health literacy² and medical outcomes among patients with hypertension

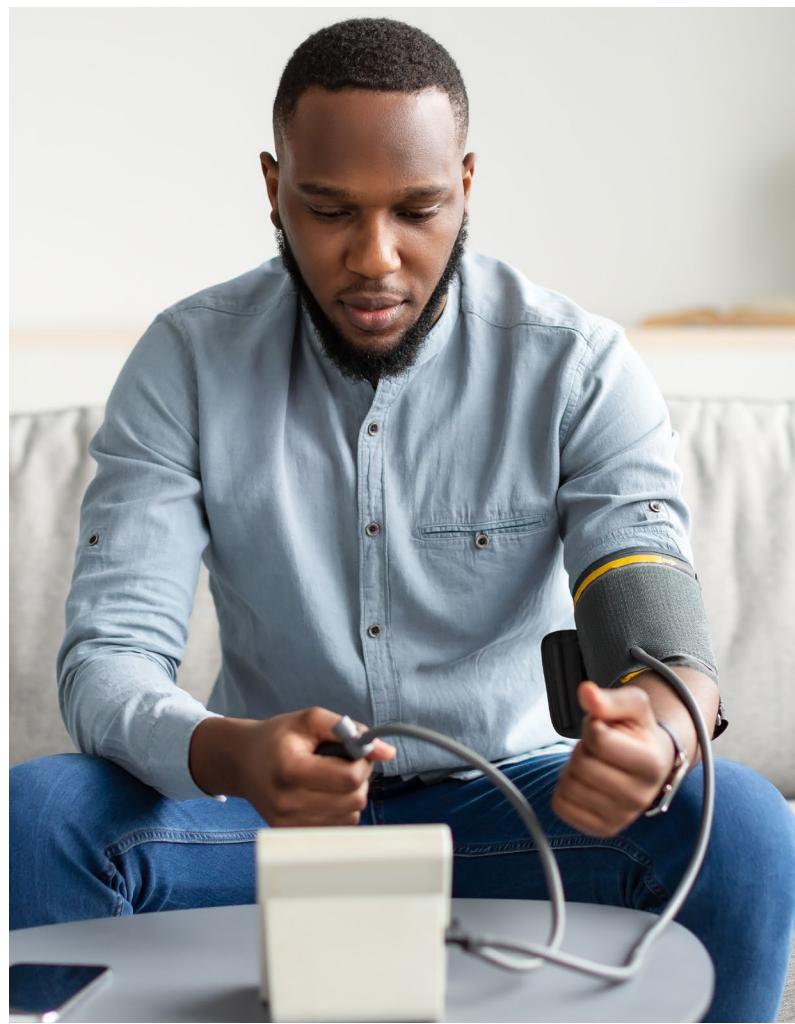
Use plain language, visual aids, technology, and incorporate effective teaching methods such as:

- The Teach-Back and Show-Back methods.
- Be aware of language differences, the patient’s culture, and other considerations.
- Do not use medical jargon or talk too fast.
- Encourage patients to get involved with their care and ask questions.
- Educate patients about taking medications correctly (pill chart and box), offer patients assistance setting up a system, and review medications with patients.
- Develop action plans to change patients’ behavior and discuss health care priorities with them.
- Teach patients about self-management activities (e.g., checking their blood pressure at home, exercise activity, and eating a healthy diet).³

Shared decision making (SDM)⁴

When providers utilize an SDM model, it can have a positive impact on adherence to hypertension treatment plans, including medication adherence, in Black and African American patients. SDM can also:

- Improve health equity by allowing patients to engage in their health care.
- Lessen anxiety with medication side effects, constant tracking of blood pressure, and/or costs of medications.



¹“Estimated Hypertension Prevalence, Treatment, and Control Among U.S. Adults.” Million Hearts, Department of Health and Human Services, <https://millionhearts.hhs.gov/about-million-hearts/index.html>, accessed December 2, 2025.

²“Four Simple Strategies for Improving Patient Health Literacy,” ACP Decisions, September 30, 2019, <https://www.acpdecisions.org/four-simple-strategies-for-improving-your-patients-health-literacy/>, accessed December 2, 2025.

³ Seyedeh Belin Tavakoly Sany et al., “Communication Skills Training for Physicians Improves Health Literacy and Medical Outcomes Among Patients With Hypertension: A Randomized Controlled Trial,” BMC Health Services Research, Vol. 20, No. 60, January 23, 2020, <https://bmchealthservices.biomedcentral.com/articles/10.1186/s12913-020-4901-8>, accessed December 3, 2025.

⁴ Aisha T. Langford et al., “Partnerships To Improve Shared Decision Making for Patients with Hypertension – Health Equity Implications,” *Ethn Dis.*, Vol. 29, Suppl 1, February 21, 2019, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6428173/>, accessed December 3, 2025.

Important update: Re-review process for advanced and cardiac imaging

AmeriHealth Caritas Delaware has partnered with Evolent to support prior authorization for advanced and cardiac imaging services. Providers can use RadMD (www.evolent.com/provider-portal), a user-friendly portal to:

- Submit prior authorization requests.
- Check prior authorization status.
- Upload clinical documentation directly to requests.

Re-review process: What you need to know

If a prior authorization request is denied, providers have **14 calendar days** from the date of the determination to submit additional clinical information through the **re-review process**.

To initiate a re-review:

1. Log in to RadMD.
2. Navigate to the “**Exam Request Verification Detail**” screen.
3. Click “**Upload Clinical Document**” and attach the relevant files.

If no additional documentation is submitted within the 14-day window, the next step would be to file an appeal.

Need help deciding what to submit?

RadMD offers program-specific guidelines, checklists, and tip sheets to help you determine what clinical information is needed. Just place your mouse pointer over the “Solutions” tab on the homepage to access these resources.

New to RadMD?

Quick start guides are available under the “**Resources**” tab to help you get set up and navigate the portal with ease.

Questions?

For support, contact **Evolent Provider Services** at **1-800-327-0641**.

Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results

As part of our health plan accreditation through the National Committee for Quality Assurance (NCQA), AmeriHealth Caritas Delaware is required to field the CAHPS survey on an annual basis. The CAHPS survey measures a range of interactions that patients have with the health care system, including their care from health plans and health care providers.

The CAHPS Summary Scores for 2024 and 2025 are listed below and indicate the proportion of members (patients) who rate the health plan favorably on a measure. Improvement strategies for each category of the survey are provided which might be helpful to you and your office staff.

Getting Care Quickly

Adult rate was 80.2%, which decreased 0.6 percentage points compared to 2024. Child rate was 88.0%, which decreased 2.2 percentage points compared to 2024.

How Well Doctors Communicate

Adult rate was 93.4%, which decreased 1.8 percentage points compared to 2024. Child rate was also 93.4%, which increased 3 percentage points compared to 2024.

Getting Needed Care

Adult rate was 85.4%, which increased 0.7 percentage points compared to 2024. Child rate was 84.6%, which increased 3.5 percentage points compared to 2024.

Coordination of Care

Adult rate was 84.8%, which increased 2.6 percentage points compared to 2024. Child rate was 87.6%, which increased 7.9 percentage points compared to 2024.

We thank you for the care that you have provided to our members in 2025 (and always) and hope these results will demonstrate the positive areas that we have worked well in together, and the areas that we will need to work on together to improve the care we deliver to our members over the next year.

Medical record reviews

Compliance with AmeriHealth Caritas Delaware medical record standards and preventive health guidelines are evaluated and audited annually based on a random selection process and/or as determined by AmeriHealth Caritas Delaware for primary care providers (PCPs), obstetrics and gynecology (OB/GYN) practitioners, high-volume/high-impact specialists, and other practitioners as deemed appropriate.

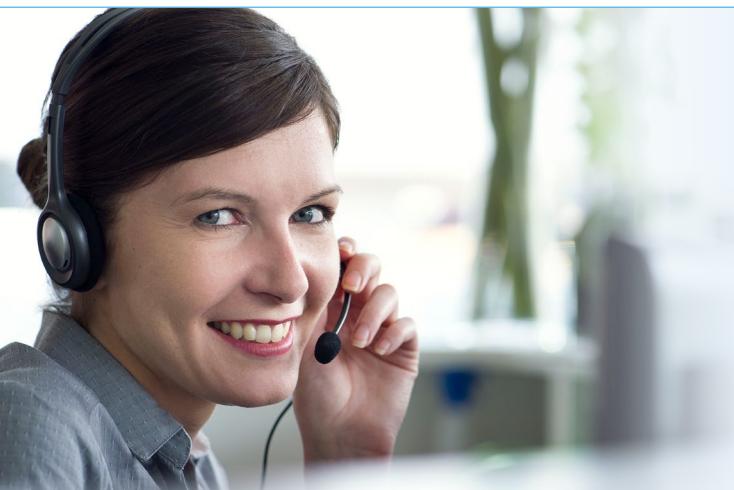
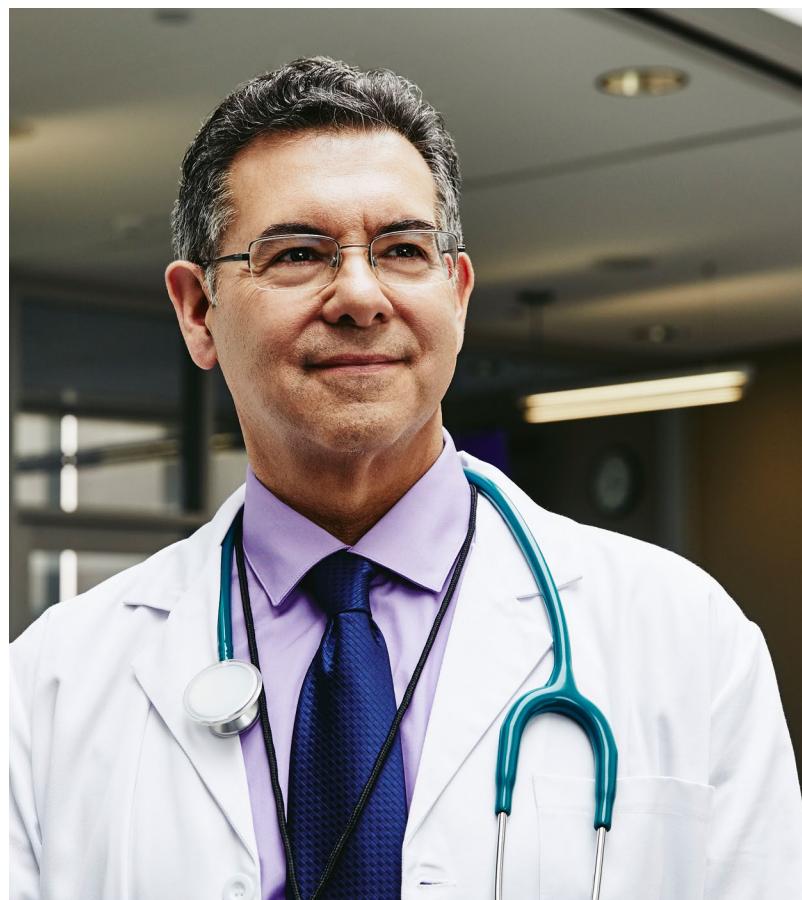
- Practitioners are required to achieve a medical record review audit score of 90% or greater to meet the AmeriHealth Caritas Delaware's Medical Records Review standards. Practitioners who do not achieve a score of 90% will have a re-audit within 120 days of the initial review to ensure that the deficiencies are corrected.
- AmeriHealth Caritas Delaware's Medical Record Standards and Guidelines are available to practitioners in the Provider Manual, which is available on AmeriHealth Caritas Delaware's website and includes guidelines pertaining to medical records content, organization, and ease of retrieving medical records.
- The timing of the medical record review audit overlaps with AmeriHealth Caritas Delaware's HEDIS requests for medical records, so you may receive multiple medical record requests during the same time frame for the same members. Unfortunately, the requests for both projects are different and each are looking at different measures, so the same records cannot be used for both projects.

Find a doctor, drug, or pharmacy

As an AmeriHealth Caritas Delaware provider, you are part of a dedicated network that is ready to meet our members' health care needs. We'll work with you to ensure that our members receive access to the quality health care they need.

Our network is designed to provide our members with integrated care. Find other committed providers like you in the directories at:

<https://www.amerihealthcaritasde.com/provider/find-provider/index.aspx>



Do you know your Account Executive?

Are you aware of who your AmeriHealth Caritas Delaware Account Executive is?

<https://www.amerihealthcaritasde.com/assets/pdf/provider/account-executives.pdf>

Can you spot the phish!

More than 3.4 billion phishing emails¹ are sent out each day worldwide. But one factor can make life much harder for scammers: **You**. As the first line of defense, it is important that you are able to recognize and report a suspected phishing email.

What is phishing?

Phishing scams are emails that look real, but they are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as your practice's confidential and proprietary information, at risk.

Beware of ransomware

In addition to stealing information, phishing scams can lead to ransomware attacks. Ransomware is a form of malware designed to encrypt files on a device, rendering them unusable until a ransom is paid. It may be a phishing email if it:

- Promises something of value (e.g., "Win a free gift card!")
- Asks for money or donations
- Comes from a sender or company you don't recognize
- Links to a site that is different than the company the sender claims to represent
- Asks you for personal information, such as your username and password/passphrase
- Includes misspelled words in the site's URL address or subject line
- Has a sense of urgency for you to act now

What you should do

If you receive a suspicious email:

- Do not click any links in the email.
- Do not provide your username and password. You should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as banks or retailers like Target or Amazon.
- Do not reply to the email or forward it to anyone else at your practice.
- Familiarize yourself with your practice's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- If you have questions, please contact your practice's security department.



¹Gary Smith, "Top Phishing Statistics for 2025: Latest Figures and Trends," StationX, June 2, 2025, www.stationx.net/phishing-statistics, accessed July 8, 2025.



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