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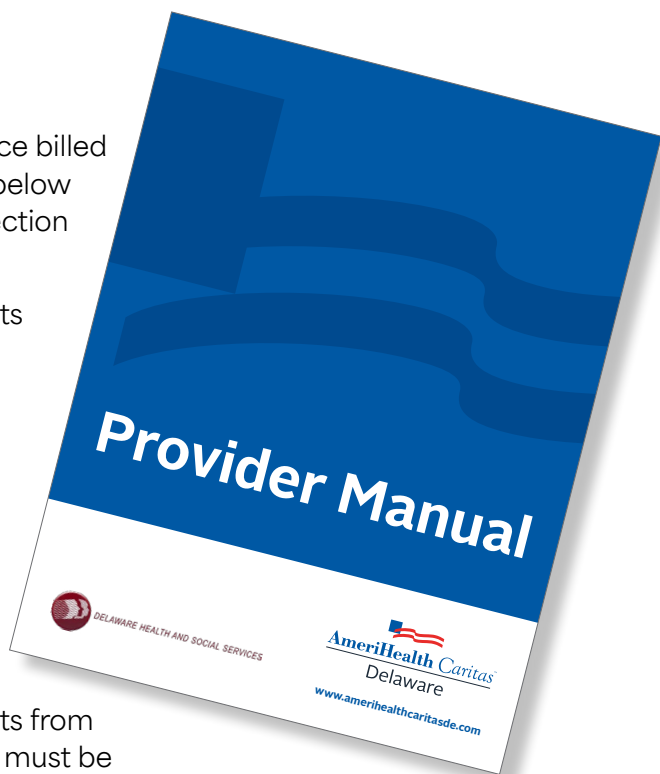
Reminder: Do not balance bill members

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

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.

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Controlling High Blood Pressure

Errors in Blood Pressure (BP) measurement are the major source of misdiagnosis for hypertension (HTN).

- The American College of Cardiology (ACC) and American Heart Association (AHA) recommend two or more in-office BP measurements before a diagnosis is made. Check for signs of white coat syndrome or office anxiety by comparing with home readings.
- AmeriHealth Caritas Delaware, in collaboration with the Delaware Division of Public Health (DPH), offers an eight week education and support program for eligible members with HTN. More information can be found on the webpages below.
 - AmeriHealth Caritas Delaware: <https://www.healthydelaware.org/Individuals/Heart/Healthy-Heart-Ambassador-Program#intro>
 - DPH: <https://www.healthydelaware.org/providers/heart-disease-hypertension>

Medical Record Reviews

Compliance with medical record review (MRR) 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.

Practitioners are required to achieve an audit score of 90% or greater to meet the AmeriHealth Caritas Delaware's MRR standards.

Practitioners that do not achieve a score of 90% will have a reaudit 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 include guidelines pertaining to medical record content, organization, and ease of retrieving medical records.

The timing of the MRR audit may overlap with AmeriHealth Caritas Delaware's HEDIS requests for medical records so you may receive multiple medical record requests during the same time, often for the same members. Unfortunately, the requests for both projects are different and each is looking at different measures so the same records cannot be used for both projects.



Providers Partnering with Patients for Healthy Pregnancy Outcomes

AmeriHealth Caritas Delaware encourages OB/GYNs and other providers to take steps to ensure your patients (our members) are receiving timely prenatal and postpartum visits. We support and encourage healthy pregnancies, reduce maternal mortality, and improve neonatal outcomes by working together.

Having support and resources during pregnancy can mean better outcomes and quality care for both mothers and babies. Early identification of pregnancy enhances quality of care by enabling consistent visits with obstetricians (OBs) or primary care physicians (PCPs). Postpartum is no longer considered just completing a post-delivery visit. Postpartum care is now considered a transition in care involving multiple providers, community and personal support system for new mothers as they adjust to physical, emotional and environmental changes.

Timeliness of prenatal care is defined as receiving a prenatal care visit in the first trimester, on or before the enrollment date, or within 42 days of enrollment

in the health plan. Healthy People 2030 aims to increase the proportion of pregnant women who receive early and adequate prenatal care to 80.5% of the population.

Postpartum care is defined as completing a postpartum visit on or between seven and 84 days after delivery. The American College of Obstetricians and Gynecologists (ACOG) recently reaffirmed the 2018 guidelines that called for changes to improve postpartum care for women. They now encourage that postpartum care be an ongoing process rather than a one-time checkup and now recommend that all new mothers:

- Have contact with a health care provider within three weeks of giving birth.
- Ongoing medical care throughout the postpartum period, as needed.
- Have a complete medical checkup no later than 12 weeks after giving birth.

References:

<https://www.amerihhealthcaritasla.com/provider/resources>

<https://www.marchofdimes.org/peristats/data?reg=99&top=5&lev=0&slev=1>

<https://www.marchofdimes.org/find-support/topics/postpartum/your-postpartum-checkups>

Obstetrics & Gynecology 131(5):p e140-e150, May 2018. | DOI: 10.1097/AOG.0000000000002633



October is Breast Cancer Awareness Month: Encourage Your Patients to get their Breast Cancer Screenings

Breast cancer screenings continue to be essential for early diagnosis and treatment. Although early stages of breast cancer are frequently identified through signs and symptoms, breast cancer can be asymptomatic. For women who are at an average risk for breast cancer, the Centers for Disease Control and Prevention and the U.S. Preventive Services Task Force recommend women aged 40 and older have a mammogram every two years.

AmeriHealth Caritas Delaware encourages primary care providers to discuss breast health and breast cancer screening with all eligible patients. Use patient-centered communication characterized with empathy, active listening, and shared decision making during the conversation. Include clinical breast exams and mammography as part of the preventive care discussion at annual wellness visits and/or follow up visits.

Crossing Cultural Barriers

Black and Hispanic women experience higher mortality rates and delays in breast cancer screening, diagnosis, and treatment than non-Hispanic women. This is due to long-standing disparities in access to care (e.g., type of insurance and geographic distance to health care facilities), mistrust of the health care system, and health-related social needs.

AmeriHealth Caritas Delaware provides culturally responsive member outreach and collaborates with community partners to promote breast health education and access to care.

Members aged 40 - 74 are eligible for a \$25 incentive for mammography each year (incentive distributed based on receipt of claim.)

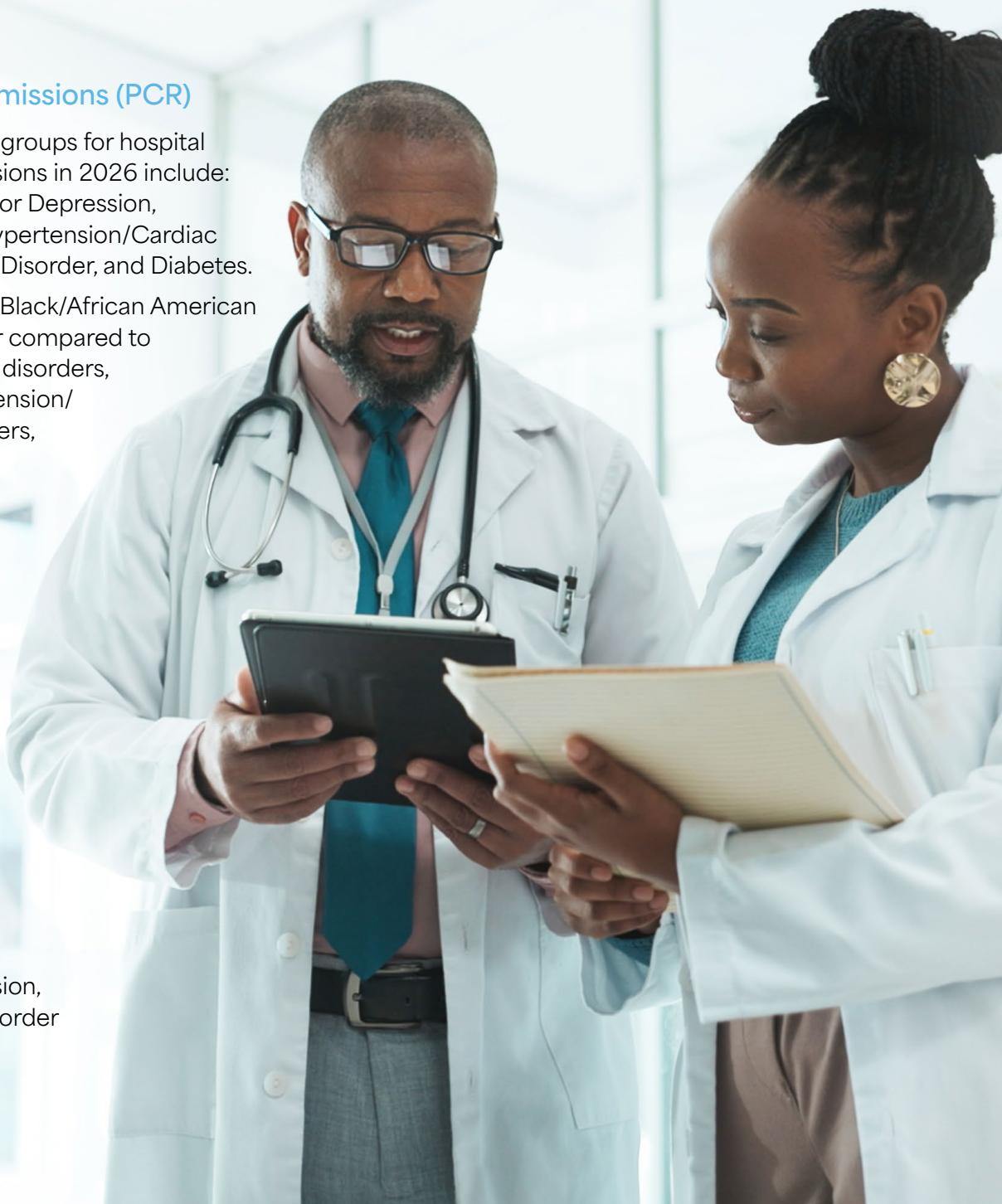


Did you know

Plan All-Cause Readmissions (PCR)

The top eight diagnostic groups for hospital admissions and readmissions in 2026 include: Opioid Use Disorder, Major Depression, Schizophrenia, Sepsis, Hypertension/Cardiac related disorders, Bipolar Disorder, and Diabetes.

- Readmission rates for Black/African American members were higher compared to whites for alcohol use disorders, schizophrenia, hypertension/cardiac related disorders, bipolar disorder, and diabetes.
- Readmission rates for white members were higher compared to Black/African Americans for opioid use disorders, depression, and Sepsis diagnoses.
- There was a five percentage point or higher difference between whites and Black/African Americans for opioid use disorders, depression, Sepsis, and bipolar disorder diagnoses.



Do You Know Your Account Executive?

Are you aware of who your AmeriHealth Caritas Delaware Account Executive (AE) is? Your AE serves as a dedicated resource to support your practice and help you navigate plan processes, policies, and provider resources. Account executives can assist with providing education opportunities, answering operational questions, issue resolution, and connecting your office with the appropriate departments to support quality care for our members. Building a relationship with your Account executive can help ensure your practice stays informed and supported.

[Visit our Account Executive page on our website](#) to find out who is assigned to you.



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