AmeriHealth Caritas
VIP Care

AmeriHealth Caritas
VIP Care Choice

FASTFACTS
Important Information
for Our Providers

IMPORTANT UPDATES FOR 2026

AmeriHealth Caritas VIP Care, a Medicare Advantage (MA) Dual Special Needs Plan (D-SNP), which is part of the AmeriHealth Caritas Delaware Family of Companies, would like to share important updates with you. Effective January 1, 2026, AmeriHealth Caritas VIP Care will be exclusively aligned with our AmeriHealth Caritas Delaware Medicaid plan. We will also be adding an additional plan called AmeriHealth Caritas VIP Care **Choice**, which will enroll partial dual eligible members. We are here to serve you, so we are hoping you will find the information below useful.

AmeriHealth Caritas VIP Care – Updates	
Exclusive Alignment with AmeriHealth Caritas Delaware Medicaid	As of 1/1/26, Delaware Health and Social Services (DHSS) is requiring an "Exclusive Alignment" between D-SNPs and one of the three Delaware Medicaid Managed Care Organizations (MCOs), meaning members will receive their Medicare and Medicaid benefits from the same organization. Therefore, members in AmeriHealth Caritas VIP Care plan **will also be enrolled** in our AmeriHealth Caritas Delaware Medicaid MCO.
Why is DHSS requiring Exclusive Alignment?	This will allow for seamless access to high-quality care through coordination of services traditionally covered separately by Medicare and Medicaid. It also brings Delaware into alignment with the new Centers for Medicare & Medicaid Services (CMS) Final Rule requiring Medicare and Medicaid integration for the dual eligible population by 2030.
How will Exclusive Alignment impact member's enrollment?	• If a person elected to join one of the three D-SNPs, this will determine which Medicaid MCO they are assigned to. • United Healthcare, Aetna, and Cigna can no longer operate D-SNPs in Delaware since they do not have Medicaid MCOs in Delaware. Members in one of these plans will have had to either select from one of the three D-SNPs with an aligned Medicaid MCO, a regular MA plan, or Traditional Medicare. Regardless of which plan type chosen, they will still have their Medicaid through one of the three Delaware Medicaid MCOs.
What will be integrated with Exclusive Alignment?	• Single ID Card • Prior Authorization • Claims Submission • Member/Provider Services • Member Appeals & Grievances • Care Management
Eligibility Verification	It will be especially important to verify the eligibility of a dual eligible after 1/1/26 due to this change as well as at every encounter due to special enrollment guidance which may allow them to change plans more frequently. Call Provider Services or use our provider portal, NaviNet, to verify eligibility.
NEW* Single ID Card **AmeriHealth Caritas VIP Care ID number** **AmeriHealth Caritas Delaware ID Number**	

NEW Claims submission information	AmeriHealth Caritas VIP Care	AmeriHealth Caritas Delaware
Changes to claim filing process	• File only one claim for both the Medicare and/or Medicaid covered services • Claims will adjudicate through AmeriHealth Caritas VIP Care first for processing under Medicare • Most* claims will then automatically **crossover** to AmeriHealth Caritas Delaware for processing under Medicaid	• For Medicaid **only** covered services, claims can be submitted directly to AmeriHealth Caritas Delaware, bypassing the submission to AmeriHealth Caritas VIP Care *Claims submitted to Medicaid using a different bill type from Medicare (UB04 vs. CMS 1500) will not crossover and must be submitted separately with the AmeriHealth Caritas VIP Care remittance.*
Claims Mailing Address	AmeriHealth Caritas VIP Care Claims Processing Department P.O. Box 7125 London, KY 40742-7125	AmeriHealth Caritas Delaware Attn: Claims Processing Department P.O. Box 80100 London, KY 40742-0100
Payer ID	87406	77799
Remittance Advice Information	Providers will receive a remittance advice from both AmeriHealth Caritas VIP Care and AmeriHealth Caritas Delaware	Providers will only receive a remittance from AmeriHealth Caritas Delaware.
Provider Services	1-833-433-2177	
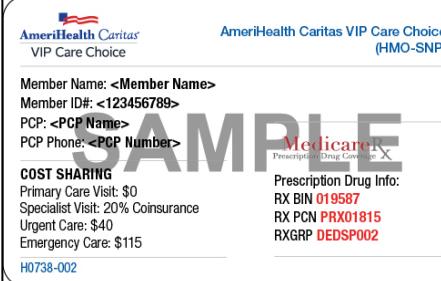
AmeriHealth Caritas VIP Care Choice – New Plan	
What type of plan is this?	AmeriHealth Caritas VIP Care **Choice** is a new plan we are offering, which is designed for partial dual eligibles. A partial dual is entitled to Medicare and qualifies for a Medicare Saving Program, in which Medicaid only pays their Medicare Part B premium, however they are not entitled to full Medicaid benefits. As part of Delaware's State Medicaid Agency Contract with D-SNPS, we are required to cover partial dual eligibles.
What claims to file and how	• Submit claims for Medicare covered services only to the same PO Box and Payer ID as AmeriHealth Caritas VIP Care above. • Since the member is **not eligible** for full Medicaid benefits, they are responsible for the Medicare cost sharing and claims should not be submitted to Medicaid for any additional payment.
ID Card	
Provider Services	1-833-330-2577