

July 2019

For all providers

July 2019 edition of our provider newsletter, **Connections**, is now available

AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast are pleased to announce the availability of the summer issue of our provider newsletter, *Connections*. To view the newsletter, go to www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Providers** → **Communications** → **Provider Newsletters**.

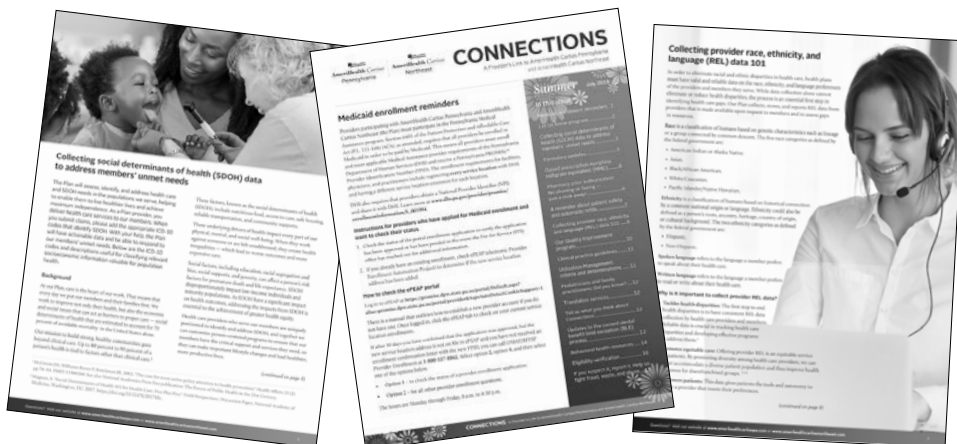
Connections is your link to important provider news, updates, and resources. We hope your practice finds this edition informative, and we welcome any comments or suggestions you may have. Contact us at provider.communications@amerihealthcaritaspa.com (AmeriHealth Caritas Pennsylvania) or providercommunications@amerihealthcaritasnortheast.com (AmeriHealth Caritas Northeast).

Highlights of this edition include:

- Medicaid enrollment reminders.
- Pharmacy information/formulary updates.
- Dental information.
- Social determinants of health.
- The Let Us Know program.
- Collecting provider race, ethnicity, and language (REL) data.
- Behavioral health resources.

Get alerts!

You can receive notice of future issues of *Connections* and other important plan news and notifications via our free email service. Self-register online at: www.amerihealthcaritaspa.com → **Providers** → **Communications** → **E-Lert (email news) registration** or www.amerihealthcaritasnortheast.com → **Providers** → **Communications** → **Network News-sign up for e-mail alerts**.



Articles in this edition

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Your opinion matters!

Medicaid enrollment reminders

Introducing a new resource: Opioid Use Disorder e-learning module

If you suspect it, report it. Help us fight fraud, waste, and abuse.

Our mission

We help people:
Get care.
Stay well.
Build healthy communities.
We have a special concern for those who are poor.

Any questions regarding this communication should be directed to your provider Account Executive. Contact information is available at www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Providers** → **Communications** → **Account executives**.

You can also call Provider Services:
AmeriHealth Caritas Pennsylvania
1-800-521-6007
AmeriHealth Caritas Northeast
1-888-208-7370

For all providers

Your opinion matters!

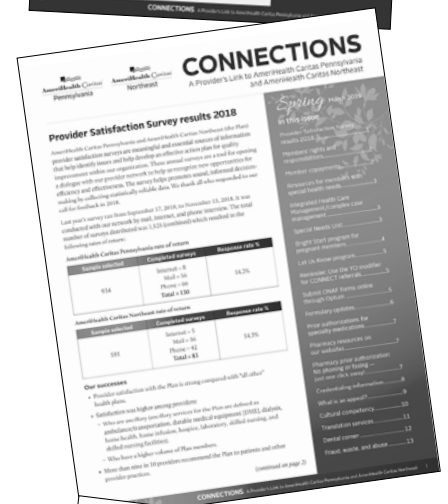
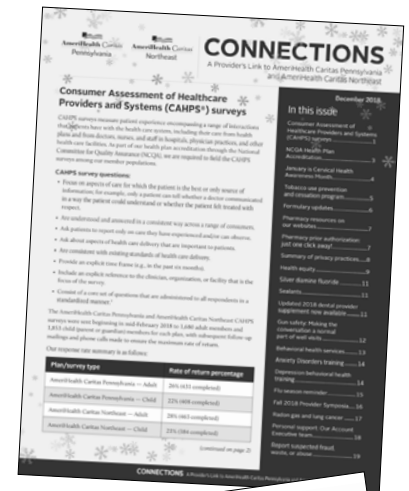
We are reaching out to you to gather your thoughts and opinions about our triannual provider newsletter, *Connections*. Our goal in Provider Communications is to continually strive to improve the methods we use to connect with our provider network and to ensure our information is effective, timely, and helpful to you.

Connections is published in March, July, and December. To view the newsletter, go to www.amerhealthcaritaspa.com or www.amerhealthcaritasnortheast.com → **Providers → Communications → Provider newsletters.**

If you are already familiar with *Connections*, or even if you are reviewing it for first time, we invite you to take a quick and easy online survey regarding your experience accessing the newsletter and your opinion of its content. Your feedback will have a direct impact on how we create and distribute the newsletter going forward. We value your honest evaluation.

Please begin your survey by clicking <https://www.surveymonkey.com/r/C7PCLF5Connections> or by copying and pasting the link into your browser.

Thank you, in advance, for your participation.



For all providers**Medicaid enrollment reminders**

Providers participating in our Plan must participate in the Pennsylvania Medical Assistance program. Section 6401 of the Patient Protection and Affordable Care Act (P.L. 111-148) (ACA), as amended, requires that all providers be enrolled in Medicaid in order to be paid by Medicaid. This means all providers must enroll and meet applicable Medical Assistance provider requirements of the Pennsylvania Department of Human Services (DHS) and receive a Pennsylvania PROMISe™ Provider Identification Number (PPID). The enrollment requirements for facilities, physicians, and practitioners include registering **every service location** with DHS and having a different service location extension for each location.

DHS also requires that providers obtain a National Provider Identifier (NPI) and share it with DHS. Learn more at www.dhs.pa.gov/provider/promise/enrollmentinformation/S_001994.

Instructions for providers who have applied for Medicaid enrollment and want to check their status

1. Check the status of the portal enrollment application to verify the application has been approved or has been pended in the event the Fee-for-Service (FFS) office has reached out for additional information.
2. If you already have an existing enrollment, check ePEAP (electronic Provider Enrollment Automation Project) to determine if the new service location address has been added.

How to check the ePEAP portal

Log in to ePEAP at:

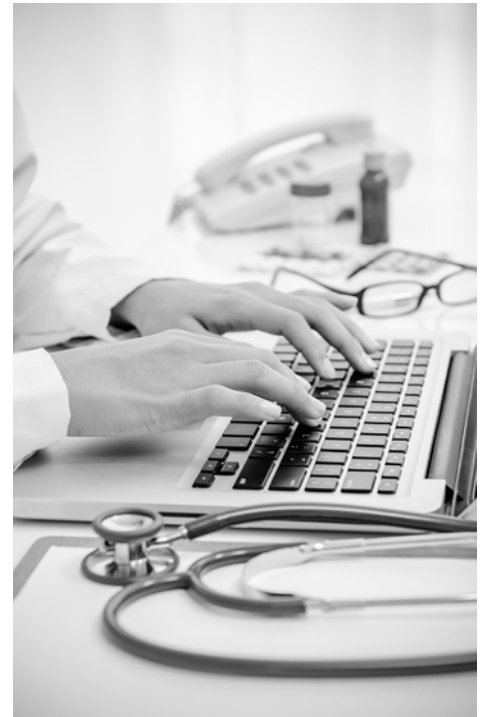
<https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider&AspxAutoDetectCookieSupport=1>.

There is a manual that outlines how to establish a new provider account if you do not have one. Once logged in, click the ePEAP tab to check on your current service location enrollments.

If after 30 days you have confirmed that the application was approved, but the new service location address is not on file in ePEAP and you have not received an enrollment confirmation letter with the new PPID, you can call OMAP/BFFSP Provider Enrollment at **1-800-537-8862**. Select **option 2, option 4**, then select one of the options below:

- Option 1 – to check the status of a provider enrollment application.
- Option 2 – for all other provider enrollment questions.

The hours are Monday through Friday, 8 a.m. to 4:30 p.m.



All providers must enroll and meet applicable Medical Assistance provider requirements of the Pennsylvania Department of Human Services (DHS) and receive a Pennsylvania PROMISe™ Provider Identification Number (PPID).

For all providers**Introducing a new resource: Opioid Use Disorder e-learning module**

The Opioid Use Disorder e-learning module for primary care practitioner (PCP) practices is a self-guided learning experience that provides up-to-date information on the opioid epidemic. The curriculum includes:

- An overview of opioid use disorder (OUD).
- Current U.S. statistics on the opioid epidemic.
- The impact of the epidemic on Medicaid recipients.
- The *Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5)* criteria for substance use disorders.
- The Centers for Disease Control and Prevention (CDC) guidelines for prescribing opioids for chronic pain.
- Information about evidence-based practices such as:
 - Medication-Assisted Treatment (MAT).
 - Cognitive Behavioral Therapy (CBT).
 - Screening, Brief Intervention, and Referral to Treatment (SBIRT).
 - Motivational Interviewing.
 - Peer Support Services.
- The Healthcare Effectiveness Data and Information Set (HEDIS®) measures for OUD.
- Resources and support available to you and your practice.

How to access

The OUD e-learning is available at www.amerihealthcaritasp.com or www.amerihealthcaritasnortheast.com → **Providers** → **Resources** → **Behavioral health and substance abuse resources**.

Please let us know you have completed the training by clicking the Attestation Form link at the end of the training and completing the brief assessment.

**Additional resources**

As part of our ongoing goal to support integrated care, the following resources are available to you:

- In-person, on-site behavioral health training from a clinical educator. Contact your Provider Account Executive if you are interested.
- Our Behavioral Health Provider Toolkit, accessible on our websites (see links on the left).
- Other e-learning modules in this series, which include Depression, Anxiety Disorders, and Attention-Deficit/Hyperactivity Disorder (ADHD).

For all providers

**If you suspect it, report it.
Help us fight fraud, waste, and abuse.**

- Call our toll-free Fraud Tip Line at **1-866-833-9718**.
- Email **fraudtip@amerihealthcaritas.com**.
- Mail a written statement to:
AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast
Special Investigations Unit
200 Stevens Drive
Philadelphia, PA 19113

Information may be left anonymously.

Providers may also report suspected fraud, waste, and abuse by:

Phone: Ethics and Compliance hotline: **1-844-DHS-TIPS (1-844-347-8477)**

Online: **www.dhs.pa.gov**

Fax: **1-717-772-4655**, Attn: MA Provider Compliance Hotline

Mail: Bureau of Program Integrity
MA Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

Mandatory fraud, waste, and abuse provider training is available online at **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** → **Resources** → **Fraud, waste, and abuse**.



Please contact AmeriHealth Caritas Pennsylvania's Provider Services department at **1-800-521-6007** or AmeriHealth Caritas Northeast's Provider Services department at **1-888-208-7370** with any demographic changes to your office information or changes, additions, or deletions to your provider rosters. Keeping us apprised of your office's correct physical location and provider rosters ensures our members have the best possible experience when trying to locate their medical providers. You may check your information in our systems by going to either **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** (top menu) → **Provider Directory** (left-hand menu) and searching for your information in our Provider Directory.

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