

THE LET US KNOW PROGRAM



AmeriHealth Caritas Pennsylvania is eager to partner with the provider community in the management of our members who may require a helping hand.

We are here to help you engage members in their health care by offering the Let Us Know program. We have many support teams and tools available to assist in the identification, outreach, and education of our members, as well as clinical resources for providers in their care management.

How may we assist you in the management of our members?

Use the new Member Intervention Request form.

Access the request form by visiting www.amerhealthcaritaspa.com/provider > Initiatives > Let Us Know.

Fax the form to 1-866-208-8145 to request interventions, such as:

- Appointment no-show.
- Behavioral health assistance or service.
- Care Management engagement.
- Developmental screening issues.
- Drug-seeking behavior.
- Emergency room mis-utilization.
- Medication noncompliance.
- Plan benefits: limited or no knowledge.
- Referral for pregnant member to Bright Start® maternity program.
- Social determinants of health (food, education, housing, transportation, employment).
- Tobacco cessation referral.

The Integrated Health Care Management department will work with members for issue resolution.

The Let Us Know program will work in conjunction with our other departments, which may be accessed through the following phone numbers:

Integrated Health Care Management 1-877-693-8271, option 2

Special Needs Unit. 1-800-684-5503

Bright Start (maternity program). 1-877-364-6797