



AmeriHealth Caritas Pennsylvania Resources and Support

We would like to introduce our Behavioral Health Education and Support program for our primary care practitioners (PCPs). PCPs include any practitioner who regularly sees our members for condition management and overall health and well-being. Examples include internists, pediatricians, obstetricians, and more.

As part of this program, we offer you our Behavioral Health Provider Toolkit that has information about several behavioral conditions such as attention deficit/hyperactivity disorder, anxiety, depression, and substance use disorders. The toolkit provides an array of materials such as screeners, medication management options, and resources that would be beneficial to your practice in managing our members. Some behavioral screeners may be reimbursable.

We have clinical trainers that would like to schedule an on-site training session to review the behavioral health condition(s) or other topics in the toolkit. Please contact your local Account Executive or provider network representative to schedule an in-person training at your office or to answer any questions.

**CARE IS THE HEART
OF OUR WORK.®**

www.amerihealthcaritaspa.com


AmeriHealth Caritas™
Pennsylvania

Coverage by AmeriHealth First.

24-Hour Nurse Call Line

Members don't always have health questions during business hours. That's why we offer a 24-hour Nurse Call Line, a confidential service just for members. We have nurses standing by 24 hours a day to answer health care questions. The Nurse Call Line can help members make informed health care decisions when their provider is not available.

AmeriHealth Caritas Pennsylvania members can call **1-866-566-1513** to reach the 24-hour Nurse Call Line.

Integrated Health Care Management (IHCM)

The overall goal of the IHCM program is to proactively identify members with potential avoidable health care needs and to help members regain optimum health or improved functional capability. This is accomplished through a comprehensive assessment of the member's condition and determination of available benefits and resources. Care managers complete a comprehensive assessment, holistic member-centered plan of care, and monitor progress for further interventions needed to meet outcomes.

Members have access to the IHCM program staff during routine business hour coverage. The Nurse Call Line is available 24 hours a day, seven days a week.

AmeriHealth Caritas Pennsylvania members can call **1-877-693-8271**, option **2**, to reach IHCM.

Let Us Know program

Our health plans are eager to partner with the provider community in the management of our chronically ill members. We are here to help you engage members in their health care, and to that end we are introducing 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. Please refer to the Let Us Know program form via the websites below to make a referral to our IHCM team.

AmeriHealth Caritas Pennsylvania website: www.amerihealthcaritaspa.com/provider/initiatives/let-us-know/index.aspx.

Rapid Response and Outreach Team (RROT)

RROT addresses the urgent needs of our members and supports our providers and their staff. The RROT consists of registered nurses, social workers, and non-clinical care connectors.

There are three key service functions performed in the RROT unit:

- Inbound call service — Members and providers may request RROT support via a direct, toll-free line.
- Outreach service — Outreach activities include telephonic contact to address care gaps and support special projects or quality initiatives. RROT associates also initiate follow-up calls to members recently discharged from the hospital and members who contacted the 24/7 Nurse Call Line the previous day to assist those members to reconnect with their PCP.
- Care management support — Care connectors support care managers by completing tasks and reminder calls in support of the individualized plan of care. These include appointment scheduling and reminders, transportation support, member educational mailings, and other administrative tasks assigned by care managers.

AmeriHealth Caritas Pennsylvania members can call **1-800-684-5503** to reach the RROT.

Website

For additional resources and supports, please visit our website:

www.amerihealthcaritaspa.com