



New Medical Assistance bulletins (MABs) announcing newly created Current Procedural Terminology (CPT) codes for the administration of SARS-CoV-2 vaccines

AmeriHealth Caritas Pennsylvania will follow the guidelines issued on December 27, 2021, in MAB 01-21-51, addressing newly created CPT codes for administration of pediatric SARS-CoV-2 Pfizer, Inc. vaccine, as well as guidelines issued December 28, 2021, in MAB 01-21-55, outlining CPT codes for the administration of booster doses of the SARS-CoV-2 vaccines.

What is new?

1. CPT codes have been added for pediatric novel coronavirus (SARS-CoV-2) vaccines manufactured and administered by Pfizer, Inc.

2. CPT codes have been added that are distinct to the administration of a booster dose of the novel coronavirus (SARS-CoV-2) vaccines manufactured by Pfizer, Inc., Janssen Biotech, Inc., and Moderna, Inc.

The complete MABs, outlining the procedure codes, national code descriptions, provider types, provider specialties, place of service, pricing, and/or informational modifiers if applicable, can be found on the Coronavirus Vaccine section of the website at www.amerihealthcaritaspa.com → **Providers** → **Important information regarding COVID-19 vaccines.**

In this issue

New Medical Assistance bulletins (MABs) announcing newly created Current Procedural Terminology (CPT) codes for the administration of SARS-CoV-2 vaccines	1
An important message from our Market Chief Medical Officer: Appropriate antibiotic utilization affects us all	2
Postpartum home visits	3
Pregnancy, Baby, and Young Child Home Visiting Program	3
Important claims filing reminders	4
Claims filing instructions are available on our website	4
Prior authorization submission tips	5

Member rights and responsibilities.....	6
Member copayment schedule	6
Translation services.....	6
Provider credentialing rights and reminders	7
The following products now have a quantity limit on the AmeriHealth Caritas Pennsylvania drug formulary.	8
Pharmacy prior authorization: no phoning or faxing — just a click away!	8
Dental care — work with us to promote annual dental visits to our members	9
Fraud tip hotline	10
Fraud, waste, and abuse training	10

Appropriate antibiotic utilization affects us all

As the cold and flu season progresses, you may be pressured by your patients to prescribe antibiotics. As clinicians, we must ensure the continued effectiveness of antibiotics that save lives from bacterial infections through appropriate prescribing. We have a dedicated site addressing appropriate antibiotic use that has a wealth of physician resources and materials to use with patients, and links to the CDC's Get Smart: Know When Antibiotics Work website.

Please visit the Appropriate Antibiotic Use page at www.amerhealthcaritaspa.com → **Providers** → **Initiatives** → **Appropriate antibiotic use**.

Consider the following when treating these common conditions:

Pharyngitis in children (2 – 18 years of age):

The vast majority of pharyngitis is viral.

- Clinical signs and symptoms do not always point to a viral or bacterial cause.
- Wait to see if a strep culture or quick strep test is positive before treating.
- Penicillin is still the drug of choice for group A strep (or erythromycin if the patient is allergic to penicillin).

Upper respiratory infection (URI) in children (3 months to 18 years of age):

- Clinicians know URIs are viral, but patients often pressure for a prescription.
- Antibiotics need to be reserved for bacterial infections to reduce emerging bacterial antibiotic resistance.
- Pediatric antibiotic tips from the CDC are available on the Appropriate Antibiotic Use page.



- **Acute bronchitis in adults (18 – 64 years of age):**
- Just like pharyngitis and URIs, acute bronchitis is mostly caused by viruses.
- Patients can have respiratory symptoms, including cough with or without sputum, usually for three weeks.
- Consider a chest X-ray if pulse is > 100, respiratory rate is > 24, or temperature is > 100.4 degrees, or based on a lung exam.
- Antibiotics are not needed if there is no evidence of pneumonia.
- Purulent sputum is not always predictive of bacterial infection.
- Avoid antibiotics, but treat symptomatically.

A handwritten signature in black ink, appearing to read 'y.l.higgins' with a flourish at the end.

Dr. Lily Higgins
Market Chief Medical Officer
AmeriHealth Caritas Pennsylvania

Postpartum home visits

A postpartum home visit is offered to all members who deliver a baby, to ensure they receive the appropriate clinical assessment, education, and support for a healthy transition from the hospital to home.

- All members and newborns receive a clinical nursing visit within one week of discharge from the hospital.
- All deliveries (vaginal or cesarean) are eligible for up to two home visits.
- If complications are identified during the home visit, it is the responsibility of the home visit provider to request the authorization of additional home visits or other services.
- When a detained baby is discharged more than one week from birth, an authorization is required to receive a home visit.
- The visit includes a physical, psychosocial, and environmental assessment with individualized education, counseling, and support.

Contact the Bright Start® department for assistance at **1-877-364-6797**.

Additionally, we are pleased to introduce our **Pregnancy, Baby, and Young Child Home Visiting Program.**

This program is available to all AmeriHealth Caritas Pennsylvania members who are pregnant and/or parents or caregivers with young children at home, and may be facing difficult health risks or barriers to care.

As part of this program, we hope to:

- Help prepare new moms with the resources they need to have a healthy transition from hospital to home, and help their newborns have a healthy start to life.
- Provide parents and caregivers with individualized education, counseling, and support in order to promote healthy early childhood development.
- Assist in ensuring the safety of children and parents or caregivers in the home.
- Identify any social determinants of health that need to be addressed, as well as the resources available to do so.
- Encourage, assist, and ensure that children and parents/caregivers have access to appropriate physical and behavioral health follow-up care.

AmeriHealth Caritas Pennsylvania will provide home visiting services to our members throughout their entire pregnancy and up to 18 months of early childhood. Our staff is available to help connect our members with community-based organizations that provide home visiting programs during that time frame.



Important claims filing reminders

AmeriHealth Caritas Pennsylvania would like to remind you that claims submitted on a CMS 1500 claim form where the PLACE OF SERVICE (POS) is a facility, the NPI of the facility is a required field unless the facility is an atypical provider without an NPI. Examples of facility POS are 19, 21, 22, 23, 24, 25, 31, 32, and 33.

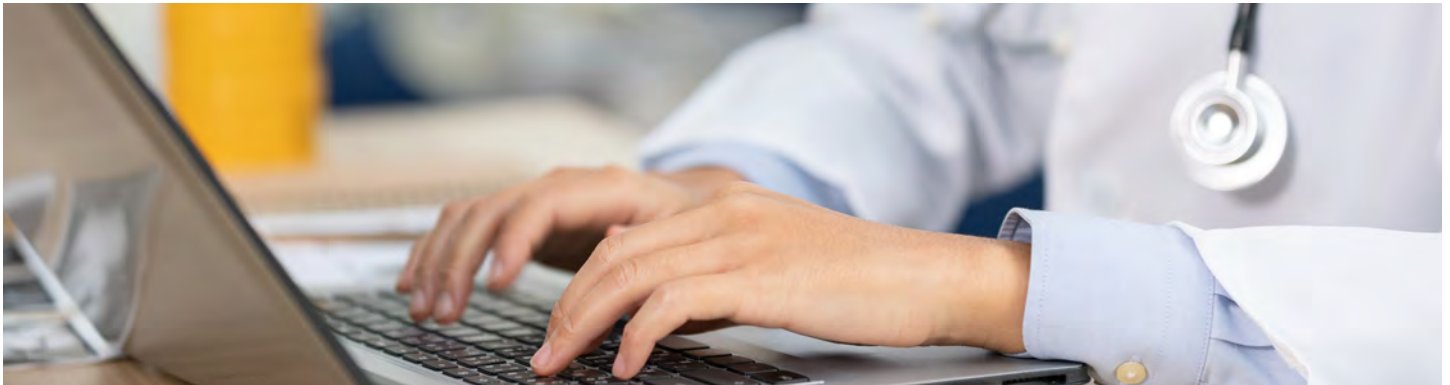
This information can be found in our Claims Filing Guide at: www.amerihhealthcaritaspa.com → **Providers** → **Billing** → **Claims Filing Guide**.

Field 32a on the CMS 1500 should be indicated as outlined below:

Field #	Field description	Instructions and comments	Required or conditional	Loop ID	Segment
32a	NPI number	Required unless Rendering Provider is an Atypical Provider and is not required to have an NPI number	R	2310C	NM109

When required data elements are missing or are invalid, claims will be rejected by AmeriHealth Caritas Pennsylvania for correction and re-submission.

A rejected claim is defined as a claim with invalid or required missing data elements, such as the provider tax identification number, Provider PPID number, or member ID number, that are returned to the provider or EDI source without registration in the Plan's claim processing system. Please be aware claims filing deadlines apply.



Claims filing instructions are available on our website

As a reminder, the 2021 Claims Filing Instructions are available on our website.

Some important updates include:

- Added an additional item under Invalid Electronic Claim Records — Common Rejections from the Plan.
- ConnectCenter is now used in place of WebConnect. Corrected all references and added ConnectCenter phone number.

To access the Claims Filing Instructions, please go to www.amerihhealthcaritaspa.com → **Providers** → **Billing** → **Claims Filing Guide**.

Prior authorization submission tips

We are introducing automation to our faxed prior authorization process through optical character recognition (OCR) technology.

We encourage all providers to submit prior authorization requests via Jiva for optimal processing. You can access Jiva through our NaviNet® Plan Central page.

If you need to submit a prior authorization request by fax, please follow the tips below. Adopting these practices will help ensure your requests are processed quickly and accurately.

- Be sure you are using the most recent version of the AmeriHealth Caritas Pennsylvania **prior authorization form**. The prior authorization form has been updated for use with the new OCR technology.
- Please type and do not hand-write the information. Handwritten requests can lead to unnecessary delays in processing.
- If you must fill out the form by hand, please print neatly with adequate spacing between letters. Do not use cursive.
- Keep information within the assigned borders of the form. Don't overlap values into multiple fields, or extend values beyond the end border of a field as this could result in delayed processing.
- Submit only one member prior authorization request per fax. If more than one member is submitted in a single fax request, the request will be returned unprocessed.





Member rights and responsibilities

AmeriHealth Caritas Pennsylvania is committed to treating our members with dignity and respect. AmeriHealth Caritas Pennsylvania, our network providers, and other providers of service may not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. Our members also have specific rights and responsibilities.

The complete list is available in both the Members and Providers sections of our website at www.amerihealthcaritaspa.com.

Member copayment schedule

The most current member copayment schedule is available on our website at www.amerihealthcaritaspa.com.

Translation services

To help ensure our members continue to have access to the best possible health care and services in their preferred language, we are extending to our network providers the opportunity to contract with Language Services Associates (LSA) at our low, corporate telephonic rates.

Visit www.amerihealthcaritaspa.com → **Providers** → **Initiatives** → **Cultural competency** to review a description of services and a letter of commitment for complete details and contact information. You may address any questions you have directly to LSA, since this relationship will be between your office and LSA. Feel free to call them at **1-800-305-9673, ext. 55321**.

Provider credentialing rights and reminders

Provider credentialing rights

After application submission, health care providers have the following rights:

- To review information submitted to support their credentialing application, with the exception of references, recommendations, and peer-protected information obtained by the plan.
- To correct erroneous information. When information obtained by the Credentialing department varies substantially from information provided by the provider, the Credentialing department will notify the provider to correct the discrepancy.
- To be informed, upon request, of the status of their credentialing or recredentialing applications.
- To be notified within 60 calendar days of the Credentialing Committee/Medical Director review decision.
- To appeal any credentialing/recredentialing denial within 30 calendar days of receiving written notification of the decision.
- To know that all documentation and other information received for the purpose of credentialing and recredentialing is considered confidential and is stored in a secure location that is only accessed by authorized plan associates.
- To receive notification of these rights.

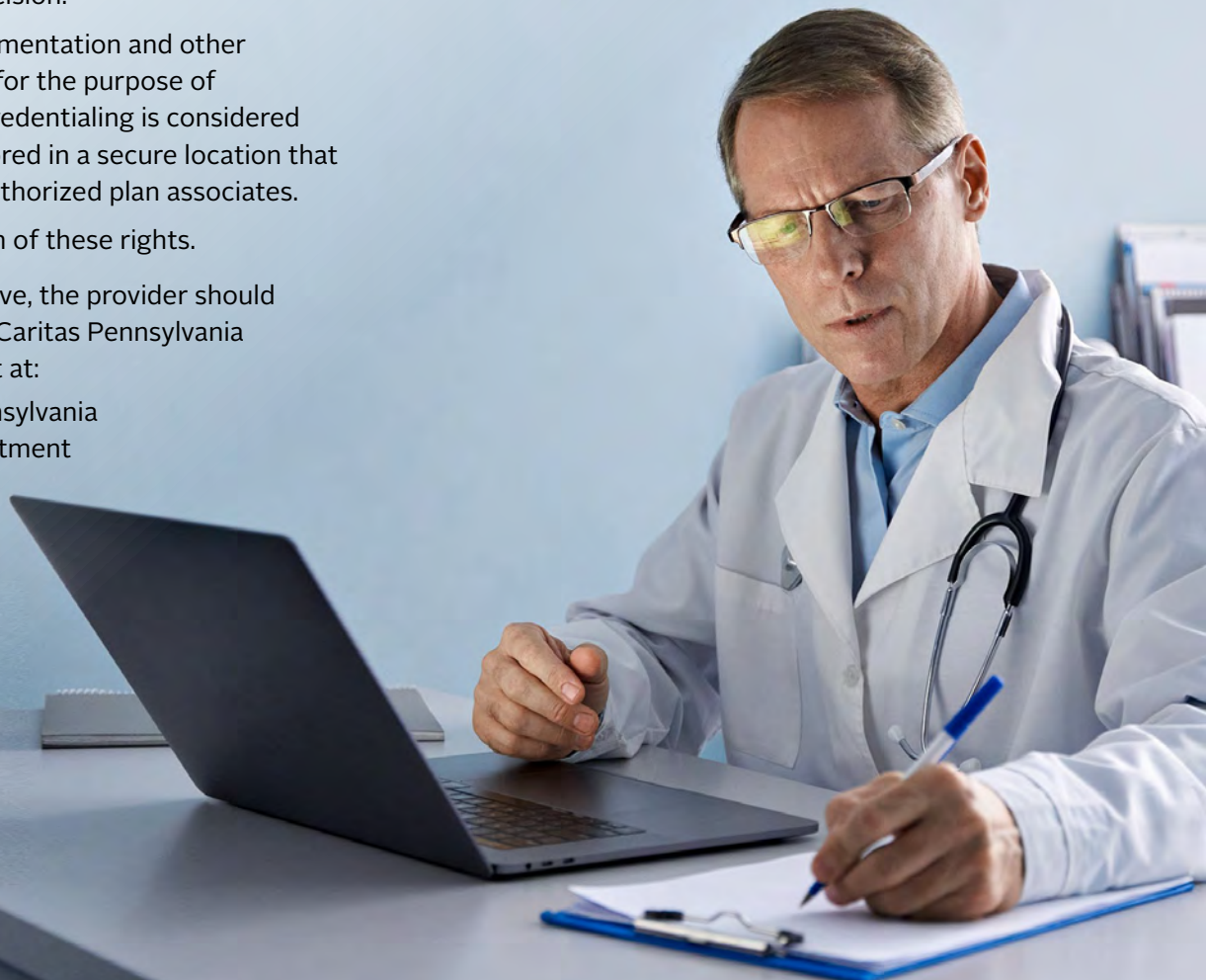
To request any of the above, the provider should contact the AmeriHealth Caritas Pennsylvania Credentialing department at:

AmeriHealth Caritas Pennsylvania
Attn: Credentialing Department
200 Stevens Drive
Philadelphia, PA 19113

Provider credentialing reminders

Please remember that AmeriHealth Caritas Pennsylvania offers and encourages all providers to use the free Universal Provider Data source through the Council for Affordable Quality Healthcare (CAQH)* for simplified and streamlined data collection for credentialing and recredentialing. Through the CAQH, credentialing information is provided to a single repository, via a secure internet site, to fulfill the credentialing requirements of all health plans that participate in the CAQH.

The complete list of AmeriHealth Caritas Pennsylvania credentialing guidelines and related forms, as well as providers' credentialing and recredentialing rights, can be found online at www.amerihhealthcaritaspa.com → **Providers** → **Join our network.**





The following products now have a quantity limit on the AmeriHealth Caritas Pennsylvania drug formulary.

Members currently receiving more than the quantity limit for whom it is not medically advisable to change therapy will require prior authorization after January 3, 2022.

Formulary limits	
Product list	Quantity limit
Ivermectin (Stromectol®) 3 mg tablets	Quantity limit: 10 tablets per 30 days without prior authorization

Additional prior authorization criteria may apply. Please refer to the most recent drug formulary and prior authorization information available on our website at www.amerihealthcaritaspa.com → **Pharmacy**.

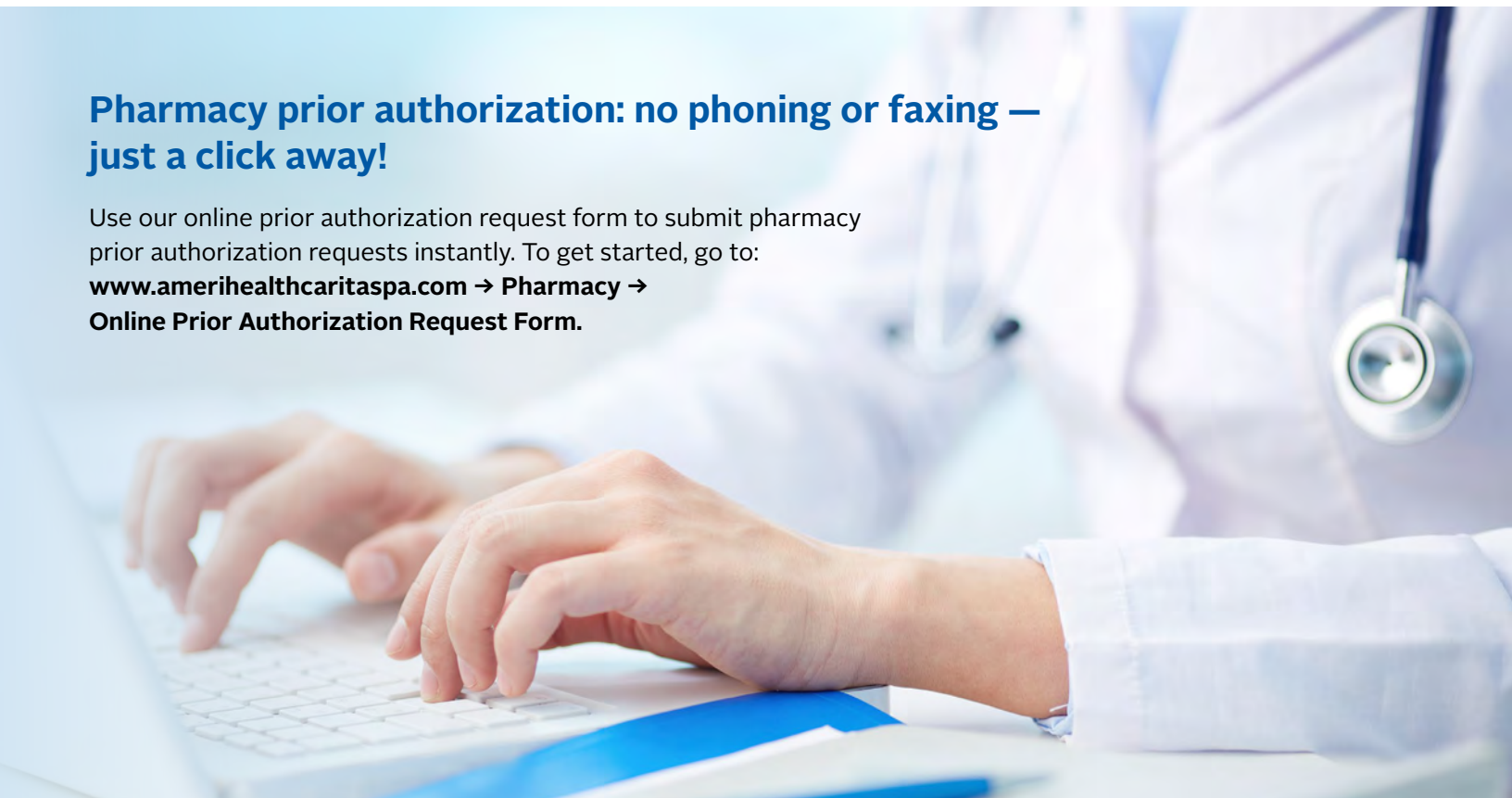
Please note the following is available on our website:

- A list of pharmaceuticals, including restrictions and preferences.
- How to use the pharmaceutical management procedures.
- An explanation of limits or quotas.
- Drug recalls.
- Prior authorization criteria and procedures for submitting prior authorization requests.
- Changes approved by the Pharmacy and Therapeutics Committee.

Pharmacy prior authorization: no phoning or faxing — just a click away!

Use our online prior authorization request form to submit pharmacy prior authorization requests instantly. To get started, go to:

www.amerihealthcaritaspa.com → **Pharmacy** → **Online Prior Authorization Request Form.**



Dental care — work with us to promote annual dental visits to our members

Recent research shows that poor oral health may contribute to numerous diseases and conditions, including cardiovascular disease, endocarditis, and diabetes. We encourage our members to see the health of their teeth and gums as a strong component of their overall well-being.

As provider partners in care, **you can help.**

Health care providers who serve our members are uniquely positioned to become involved in their patients' oral health. Join us in promoting annual visits to a participating dental provider, and help us to help our members avoid preventable diseases, such as gingivitis and periodontitis.

Let's work together to educate and inspire our members. Consistent care and education can help with early detection and encourage optimal preventive care.

We realize that barriers to dental care may exist for our members with more challenging health and transportation issues.

Members who need assistance with transportation or with locating a dentist to meet their needs should call AmeriHealth Caritas Pennsylvania's Member Services Department at **1-888-991-7200 (TTY 1-888-987-5704)**.



Fraud tip hotline

If you or any entity with which you contract to provide health care services on behalf of AmeriHealth Caritas Pennsylvania becomes concerned about or identifies potential fraud or abuse, please contact us by:

- Calling the toll-free Fraud, Waste, and Abuse hotline at **1-866-833-9718**.
- Emailing **fraudtip@amerihealthcaritas.com**.
- Mailing a written statement to:
Special Investigations Unit
AmeriHealth Caritas Pennsylvania
200 Stevens Drive
Philadelphia, PA 19113

Information may be left anonymously.

For more information about Medical Assistance fraud and abuse, please visit the DHS website at **<https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Fraud-and-Abuse---General-Information.aspx>**.

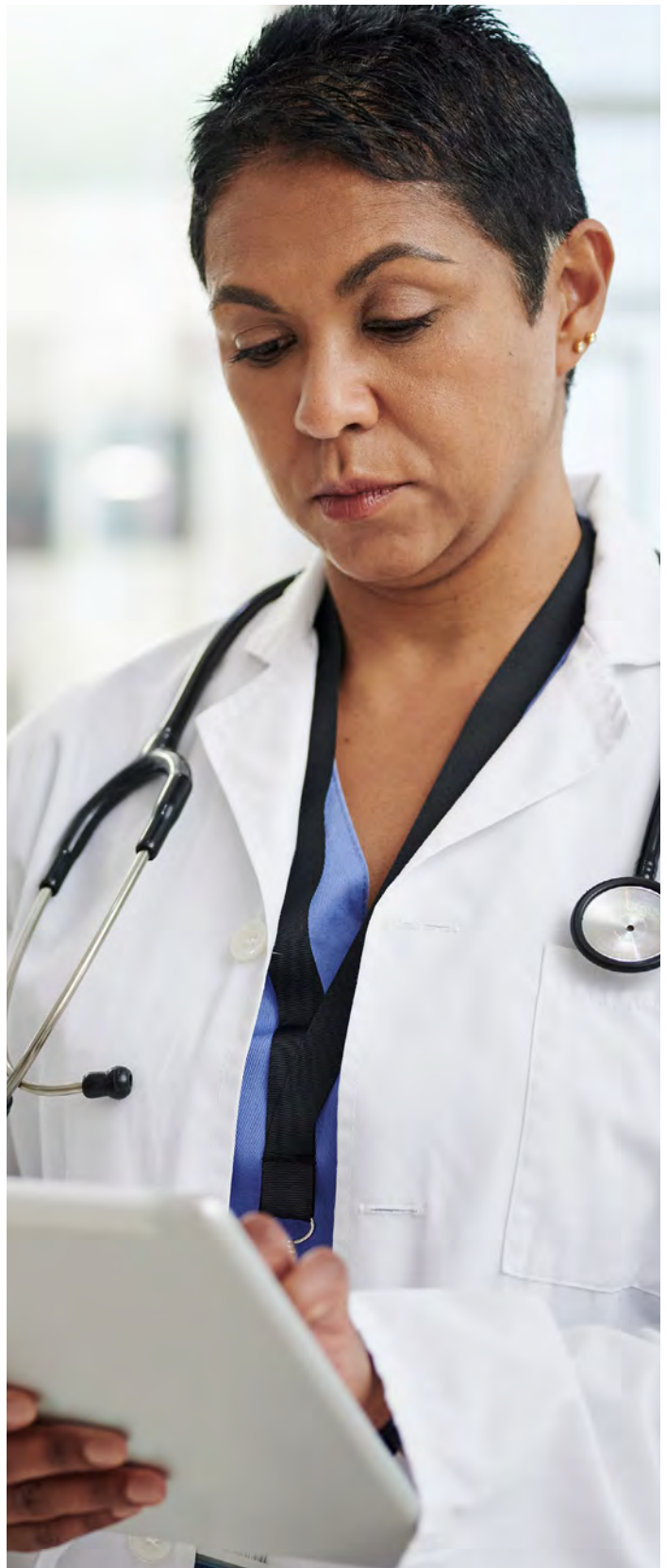
Fraud, waste, and abuse training

AmeriHealth Caritas Pennsylvania is committed to detecting and preventing acts of fraud, waste, and abuse, and we have a webpage dedicated to addressing these issues and mandatory screening information. Visit **www.amerihealthcaritaspa.com** → **Providers** → **Resources** → **Manuals, guides and training** → **Fraud, Waste, Abuse and Mandatory Screening Information**.

Topics include:

- Screening employees for federal exclusion.
- How to report fraud to us.
- How to return improper payments or overpayments to us.
- Mandatory fraud, waste, and abuse training for providers.

Note: After you have completed the training, please complete the attestation. Medical providers, go to **<https://www.surveymonkey.com/r/FWAAttest>**.





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