

# CONNECTIONS

2024 | ISSUE 2



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## The updated 2024 AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) provider manuals are now available online

### Examples of updates and changes include:

- Prior Authorization Lookup tool: Added “Prior Authorization through NaviNet” section
- Sterilization and hysterectomies: Added that consent forms can either be submitted electronically via Change Healthcare attachments (275 transactions) or mailed to the appropriate address
- Radiology services: Updated National Imaging Associates, Inc. (NIA) to reflect its new name, Evolent Specialty Services, Inc. (Evolent)
- Reporting and preventing fraud, waste and abuse: updated Special Investigations Unit address

For the complete list of 2024 manual updates and changes, and to access the manual in its entirety, visit [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) > **Providers > Resources > Provider manual** and [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > **For Providers > Provider manual and forms**.

**Additionally, the updated 2024 AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas PA CHC 2024 Medical Provider Claims Filing Instructions are now available online.**

Some important updates include:

- Information on submitting a 275-claim attachment transaction, including accepted formats and attachment report codes
- Updated ambulance mileage reimbursement
- Updated website URLs as needed

You can access the 2024 Medical Provider Claims Filing Instructions on our websites at: [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) > **Providers > Billing > Claims filing instructions** and [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > **For Providers > Claims and billing > Claims filing instructions for medical providers**.





## Striving to eliminate hepatitis C (HCV) in Pennsylvania

In 2020, among U.S. states, Pennsylvania reported the third highest count of newly diagnosed HCV cases. Within the Medicaid population, the prevalence of HCV is disproportionately high.<sup>1</sup>

Last year the Pennsylvania Department of Health published the Pennsylvania Viral Hepatitis Elimination Plan, which noted that:

- As of 2017 there were more than 200,000 Pennsylvanians living with chronic HCV.<sup>2</sup>
- The National Academies of Sciences, Engineering, and Medicine believe HCV could be eliminated by 2030 with significant efforts toward screening, vaccinations, and connections to health care.

The availability of direct-acting antiviral (DAA) medications has revolutionized HCV treatment, offering cure rates exceeding 95% with minimal side effects. These advancements, including once-daily medication administration, mean that most patients with chronic HCV can be treated by primary care providers, while only those with advanced disease or who need a transplant will require specialty care.

The barrier to accessing these curative treatments for HCV was resolved last year when most prior authorization requirements for preferred drugs on

the statewide Preferred Drug List (PDL) were removed as outlined here:

**Preferred direct-acting antivirals in the Hepatitis C Agents class on the Pennsylvania Statewide Preferred Drug List (PA PDL) no longer require prior authorization when prescribed within quantity limits.** For additional information about this update, please refer to the provider notice on our websites at [www.amerihealthcaritaspa.com/pdf/provider/communications/notifications/2023/202310130-hep-c-prior-auth-removal-acp.pdf](http://www.amerihealthcaritaspa.com/pdf/provider/communications/notifications/2023/202310130-hep-c-prior-auth-removal-acp.pdf) and [www.amerihealthcaritaschc.com/assets/pdf/provider/resources/communications/2023/202310130-hep-c-prior-auth-removal-acp.pdf](http://www.amerihealthcaritaschc.com/assets/pdf/provider/resources/communications/2023/202310130-hep-c-prior-auth-removal-acp.pdf).

To learn more about HCV, join AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas PA CHC for this year's ECHO webinar series, which focuses on all aspects of the current understanding of HCV and its treatment. Earn **up to six free CME hours** from this six-part series through weekly virtual programs beginning in September 2024. To register for the ECHO webinar series, please email [projectecho@amerihealthcaritas.com](mailto:projectecho@amerihealthcaritas.com).

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### References:

<sup>1</sup> "2020 Viral Hepatitis Surveillance Report," Centers for Disease Control and Prevention, Sept. 2022, <https://www.cdc.gov/hepatitis/statistics/2020surveillance/index.htm>.

<sup>2</sup> "Pennsylvania Viral Hepatitis Elimination Plan," Pennsylvania Department of Health Bureau of Epidemiology, May 2023, <https://www.health.pa.gov/topics/Documents/Diseases%20and%20Conditions/PA%20Hep%20Elim%20Plan%202023.pdf>.





## Quality and Utilization Management department updates

Our plans have adopted clinical practice guidelines for treating members and Participants, with the goal of reducing unnecessary variations in care. Clinical practice guidelines represent current professional standards, supported by scientific evidence and research. These guidelines are intended to inform, not replace, the practitioner's clinical judgment. The practitioner remains responsible for ultimately determining the applicable treatment for each individual patient. All clinical practice guidelines are available at [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) >

**Providers > Resources > Clinical practice guidelines** and [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > **For Providers > Resources > Clinical resources** or by calling Provider Services at **1-800-521-6007**.

The plans will provide their utilization management (UM) criteria to network providers upon request. To obtain a copy of the UM criteria:

- Call the UM department at **1-800-521-6622**.
- Identify the specific criteria you are requesting.
- Provide a fax number or mailing address.

You will receive a faxed copy of the requested criteria within 24 hours or a written copy by mail within five business days of your request.

Please remember that the plans have medical directors and physician advisors who are available to address UM issues or answer your questions regarding decisions relating to prior authorization, durable medical equipment, home health care, and concurrent review. Call the Peer-to-Peer Hotline at **1-877-693-8480**.

Additionally, we would like to remind you of our affirmation statement regarding incentives:

- UM decision-making is based only on appropriateness of care and the service being provided.
- Our health plan does not reward providers or other individuals for issuing denials of coverage or services.
- Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.



## Quality improvement updates

Our Quality Improvement (QI) programs monitor and assess the health care services used by our members and Participants to ensure that they:

- Meet quality guidelines
- Are appropriate
- Are efficient
- Are effective

The Quality Assessment and Performance Improvement (QAPI) Committee oversees the QI program and coordinates efforts to measure, manage, and improve the quality of care and services for members and Participants. The committee is made up of local health care providers, along with clinical and nonclinical associates. Each year, the QI program sets goals to improve member and Participant health outcomes by using data and conducting activities to meet those goals.

The QI program is evaluated at the beginning of each year and determines the successes and new activities to focus on. The QI program supports our organization's mission to help people get care, stay well, and build healthy communities.

## AmeriHealth Caritas Pennsylvania Quality Management Program accomplishments

We exceeded the previous year's performance percentile for the following measures:

- **LSC** — Lead Screening in Children
- **CDC** — HbA1c poor control
- **CDC** — Diabetic Eye Exam
- **CBP** — Controlling Blood Pressure
- **BCS** — Breast Cancer Screening
- **CCS** — Cervical Cancer Screening
- **PPC** — Postpartum Care
- **WCV** — Well-Child Visits in the First 15 Months of Life
- **ADD** — Follow-Up Care for Children Prescribed ADHD Medication — Initiation Phase and Continuation and Maintenance Phase
- **SSD** — Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medication

### **AmeriHealth Caritas Pennsylvania goals for 2024**

- Controlling blood pressure for members with hypertension
- Increasing the compliance rates for African Americans by reducing disparities
- Improving medication adherence for members with asthma
- Implementing a comprehensive Diabetes Management Program across teams

### **AmeriHealth Caritas PA CHC Quality Management Program accomplishments**

- Achieved a 4.5-Star NCQA Health Plan Rating.
- The Adult Annual Dental Visit (AADV) measure improved from measurement year (MY) 2021 to MY 2022.
- Improved the timeliness measure for closing critical incidents within 30 days of discovery.
- The AADV measure rate improved from MY 2021 to MY 2022. This improvement was statistically significant.
- All delegation oversight annual audits were completed timely.
- Achieved a 100% compliance rate for credentialing practitioners and providers within the required 60-day turnaround time.
- The HEDIS long-term services and supports (LTSS) rates for the following measures improved from 2021 to 2022:
  - Comprehensive Assessment and Update (CAU)
  - Comprehensive Care Plan and Update (CPU)
  - Shared Care Plan
- Exceeded the minimum compliance rate for all Person-Centered Service Plan audit measures (SP-1 through SP-5) in all regions.
- Several HEDIS measures improved significantly from 2021 to 2022:
  - Adult Annual Dental Visit (PA Performance Measure)
  - Eye Exam for Patients with Diabetes
  - Care for Older Adults — Functional Status Assessment
  - Care for Older Adults — Medication Review
  - Cervical Cancer Screening
  - Risk of Continued Opioid Use — Ages 65+
  - Transitions of Care — Notification of Inpatient Admission
  - Transitions of Care — Receipt of Discharge Information
  - Adult Immunization Status Td/Tdap (Ages 19 – 65)
  - LTSS — Comprehensive Assessment and Update — Core elements
- Exceeded the access standards for:
  - Routine care, urgent care, preventive care, emergent care, and sick visits for PCPs
  - Routine care for high-volume and high-impact specialists
  - Urgent care for high-volume specialists
  - Geographic access and Participant-to-provider ratios (urban and rural) for PCPs, high-volume specialists, and high-impact specialists
- Met the goals for complaints for Quality of Care (QOC) and Quality of Practitioner Office Site.
- Met the goals for grievances for all five categories (QOC, Access, Attitude/Service, Billing/Financial, Quality of Practitioner Office Site).
- Met or exceeded the goals for 11 of the 16 home- and community-based services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures.

## AmeriHealth Caritas PA CHC program goals and priorities for 2024

AmeriHealth Caritas PA CHC strives to improve Participants' health outcomes and to help them regain or maintain optimal health in their preferred setting in a cost-effective manner. We aim to improve the quality of life for all Participants and seek to provide person-centered services that specifically address Participant goals.

- Exceed the minimum compliance rate of 86% on all OPS-30 measures.
- Achieve an NCQA Health Plan Rating  $\geq$  4.5 Stars.
- Focus on three areas of disparity in 2024 (breast and cervical cancer screenings and diabetes management).
- Obtain “Top-Box” score of 86% or better for all HCBS CAHPS composite and global rating measures.
- Improve Adult Medicaid CAHPS and HCBS CAHPS response rates.
- Meet the PCP After-Hours Access goals.
- Improve the Urgent Care access standard rate for high-impact specialists to meet the 90% target goal.
- Improve the timeliness of UM determinations for concurrent, urgent pre-service, non-urgent pre-service, and post-service determinations to meet the goals.



- Improve the HCBS CAHPS measures that did not meet the 86% threshold.
- Improve the Medicaid Adult CAHPS measures that did not meet the targeted goals.
- Improve the percentage of Participants who follow up with their PCP post-discharge from an inpatient setting to meet the target goal of 70%.
- Improve the percentage of Participants who follow up with their PCP post-discharge from an emergency department visit to meet the target goal of 70%.
- Achieve the goals for Complaints in the categories of Attitude/Service, Access and Billing/Financial.

## National Imaging Associates (NIA) name change

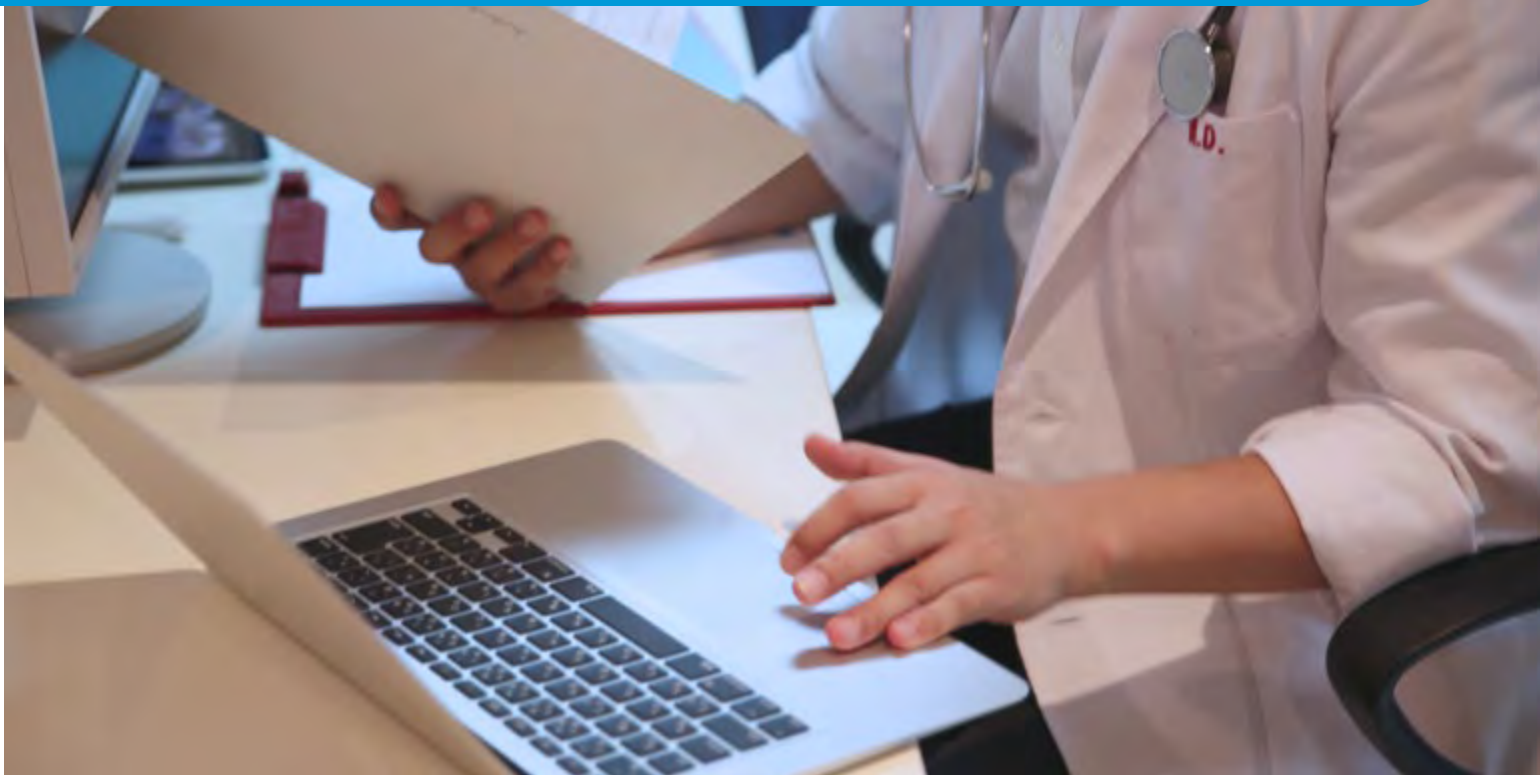
National Imaging Associates (NIA) recently changed its name to Evolent. Please note:

- Day-to-day operations and radiology review services will remain the same.
- Only the branding, name of the company, and some URLs will change (to remain consistent with the name change).

- Prior authorization requests will still be submitted via <http://www.radmd.com>.
- The change in branding from NIA to Evolent in existing NIA materials will happen gradually over the coming months.

If you have questions, please contact your Provider Account Executive or the Provider Services department.





## Fraud, waste, and abuse

If you or any entity with which you contract to provide health care services on behalf of AmeriHealth Caritas Pennsylvania or AmeriHealth Caritas PA CHC 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](mailto:fraudtip@amerihealthcaritas.com)**
- Mailing a written statement to:  
Special Investigations Unit  
AmeriHealth Caritas Pennsylvania/  
AmeriHealth Caritas PA CHC  
P.O. Box 7317  
London, KY 40742

For more information about Medical Assistance fraud and abuse, please visit the DHS website at **<https://www.pa.gov/en/agencies/dhs/report-fraud/medicaid-fraud-abuse.html>**.

We are committed to detecting and preventing acts of fraud, waste, and abuse and have webpages dedicated to addressing these issues and mandatory screening information.

Visit **[www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com)** > **Providers > Resources > Fraud, waste, and abuse information** and **[www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com)** > **For Providers > Claims and billing > Fraud, waste, abuse and mandatory screening information**.

Topics include:

- Information on screening employees for federal exclusion
- How to report fraud to AmeriHealth Caritas Pennsylvania or AmeriHealth Caritas PA CHC
- How to return improper payments or overpayments to us
- Information on provider mandatory fraud, waste, and abuse training

**Note:** After you have completed the training, please complete the attestation.

- AmeriHealth Caritas PA or AmeriHealth Caritas PA CHC medical providers, go to **<https://www.surveymonkey.com/r/FWAAttest>**.
- AmeriHealth Caritas PA CHC LTSS providers, go to **[http://www.surveymonkey.com/r/FWA\\_Attest](http://www.surveymonkey.com/r/FWA_Attest)**.



## Beware of phishing scams — don't take the bait!

One of the biggest information security risks for most organizations occurs when an associate opens a phishing email and clicks on the link. It only takes one associate clicking a phony link to impact an organization's cybersecurity efforts.

### Why it's important

Phishing scams are emails that look real but are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as a company's confidential and proprietary information, at risk.

### It may be a phishing email if it:

- Promises something of value (e.g., "Win a free gift card")
- Asks for money or donations
- Comes from a sender or company you don't recognize
- Links to a site that is different from that of the company the sender claims to represent
- Comes from a trusted business partner that has experienced a security incident. All emails from outside your organization should be scrutinized.
- Asks you for personal information, such as your username and password or passphrase
- Includes misspelled words in the site's URL or subject line



### If you suspect an email may be phishing, here are some tips:

- Do not click any links in the email.
- Do not provide your username and password. You should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as retailers (like Amazon) or banks.
- Do not reply or forward the email to anyone within your organization.
- Familiarize yourself with your organization's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- Your organization's information security department may have additional information and guidance on how to protect yourself from phishing scams.

## Provider Satisfaction Survey summary

AmeriHealth Caritas Pennsylvania sincerely thanks the practices that were able to participate in the 2023 Provider Satisfaction Survey, and we value your feedback and opinions.

**We are so encouraged and proud of your commitment to cultural competency.** Practices surveyed scored high in this category and are committed to providing culturally competent care to their patients. For example:

- 97% use professional guidelines or best practices when working with members from other religions, cultures, etc.

- 53% conduct the medical visit using the member's preferred language.

Thank you for your continued support of our members and your dedication to **ongoing training** in the following areas:

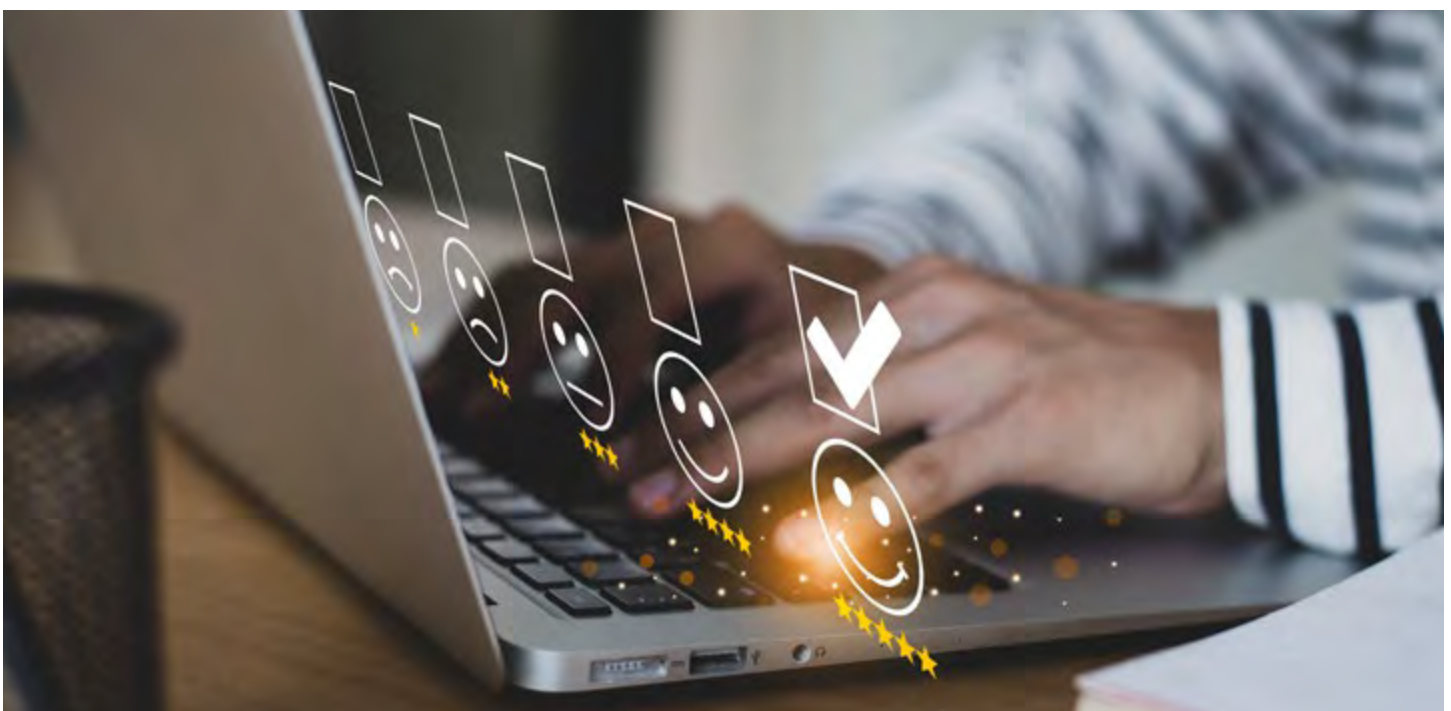
- Cultural competency
- Medical bias
- LGBTQIA+ cultural responsiveness

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## Member experience survey

AmeriHealth Caritas Pennsylvania members will receive a member experience text survey 30 days after visiting their provider.

- The purpose of the survey is to provide real-time insight into our members' experiences and for us to work collaboratively to identify areas of opportunities for improvement.
- An added benefit will be giving us insight into some of the trends we see on the annual CAHPS survey and providing us with the ability to respond to and resolve satisfaction issues sooner.
- The survey results will be shared biannually and posted on NaviNet for your reference.





Important reminder — Flovent removal

As a reminder, the manufacturing of Flovent Diskus and Flovent HFA has been discontinued. Due to some supply remaining on pharmacy shelves, these products had remained preferred on the Pennsylvania Department of Human Services (DHS) Statewide Preferred Drug List (PA PDL). However, these products are now designated as non-preferred by DHS on the PA PDL.

Per direction from Pennsylvania DHS, current utilizers of brand name Flovent Diskus and Flovent HFA will be allowed to continue using these medications without prior authorization. However, we strongly encourage you to work with our members and Participants who use these products to identify appropriate alternatives on the PA PDL, and to transition to these alternatives as soon as possible. Once the current supply in the marketplace has been exhausted, these products will be completely unavailable.

Please consider the following alternatives as you work with our members and Participants on transitioning away from brand-name Flovent products:

Product name	FDA-approved age	PA PDL preferred alternatives	FDA-approved age
Flovent Diskus Flovent HFA	4 years and older	Asmanex Twisthaler	4 years and older
		QVAR Redihaler	
		Asmanex HFA	5 years and older
		Arnuity Ellipta	
		Pulmicort Flexhaler	6 years and older

For a complete list of preferred and non-preferred drugs in the 2024 Statewide PDL, as well as any limits associated with these drugs, please visit <https://www.pa.gov/content/dam/copapwp-pagov/en/dhs/documents/providers/providers/documents/pharmacy-services/Penn-Statewide-PDL-2024-v5.pdf>.



Important: formulary changes

The following products will have new or updated quantity limits.

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

Formulary Limits	
Product list	Daily quantity limit
CeQur Simplicity 2-unit patch	0.34 units
Fasenra pen 30 mg/ml	0.04 mL
Omnipod 5 G6 pods (Gen 5) 5-pack	0.34 units
Omnipod Classic pods (Gen 3) 5-pack	0.34 units
Omnipod Dash pods (Gen 4) 5-pack	0.34 units

Additional prior authorization criteria may apply. Please refer to the most recent drug formulary and prior authorization information available at [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) > Pharmacy or [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > For Providers > Pharmacy Services.

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](http://www.amerihealthcaritaspa.com) > Providers > Pharmacy > Pharmacy Prior Authorization > Online Prior Authorization Request Form or [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > For Providers > Pharmacy Services > Pharmacy Prior Authorization > Online prior authorization request form.

Please visit our websites for:

- 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



## The updated 2024 AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas PA CHC dental provider supplements are now available online

Examples of updates and changes include:

- Updated Medically Necessary Assistance Program Standards
- Included contact information for Vyne Dental
- Updated mailing address to report suspected fraud, waste, and abuse
- Revised corrected claim submission guidelines
- Updated Dental Benefits Grid

For the complete list of the 2024 supplement updates and changes, and to access the entire Dental Provider Supplement, visit the provider center at: **[www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com)** > **Provider > Resources > Dental Program** and **[www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com)** > **For Providers > Resources > Dental Program**.



## New ADA guideline recommends NSAIDs to manage dental pain in adults

A new clinical practice guideline from the American Dental Association (ADA) recommends nonsteroidal anti-inflammatory drugs (NSAIDs), taken with or without acetaminophen, as first-line treatments for managing acute dental pain in adults and adolescents age 12 and older.

According to this new guideline, when used as directed, NSAIDs such as ibuprofen and naproxen, on their own or in combination with acetaminophen, can effectively manage pain after a tooth extraction or during a toothache when dental care is not immediately available.

The guideline also offers recommendations for prescribing opioid medications in limited circumstances. These include avoiding “precautionary” prescriptions, engaging patients in shared decision-making, and exercising extreme caution when prescribing opioids to adolescents and young adults. The guideline also suggests clinicians advise patients on proper storage and disposal and consider any risk factors for opioid misuse and serious adverse events when prescribing opioids.

You can access the guideline at **<https://www.ada.org/resources/research/science-and-research-institute/evidence-based-dental-research/pain-management-guideline>**.

## HCBS Provider Satisfaction Survey summary

AmeriHealth Caritas PA CHC sincerely thanks the HCBS providers who participated in the 2023 Provider Satisfaction Survey. We value your insight and appreciate the time taken to complete the survey.

**We are so encouraged and proud of your commitment to cultural competency.** Providers surveyed scored high in this category and are committed to providing culturally competent care to Participants. For example:

- 99% use professional guidelines or best practices when working with Participants from other religions, cultures, etc.
- 70% conduct visits using the Participant's preferred language.

Thank you for your continued support of our Participants and your dedication to **ongoing training** in the following areas:

- Cultural competency
- Medical bias
- LGBTQIA+ cultural responsiveness



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## The Updated 2024 AmeriHealth Caritas PA CHC HCBS Provider Claims Filing Instructions are now available online

Some important updates include:

- Information on submitting a 275-claim attachment transaction, including accepting formats and attachment report codes
- Updated ambulance mileage reimbursement
- Updated the Incontinence Supplies section to clarify that all unspecified Procedure or HCPCS codes require a narrative description in the shaded portion of field 24
- Updated website URLs as needed

To access the 2024 HCBS Provider Claims Filing Instructions, visit [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > **For Providers > Claims and billing > Claims filing instructions for HCBS providers.**



## The PerformPlus® Open Arms Program for Employment Services Providers

We are excited to announce the AmeriHealth Caritas PA CHC PerformPlus Open Arms Program for Employment Services Providers. This is a value-based incentive payment program designed for employment waiver services providers who deliver and provide appropriate employment resources for our Participants that lead to gainful and lasting employment.

### Highlights of the Open Arms for Employment Services program:

- An upside-only agreement — meaning no withholds or losses are absorbed by providers
- Unique focus on incentivizing transitional milestones for specific LTSS population
- Evolving focus on the continued development of outcomes measures for Participants after successful employment is secured and maintained within the community

**For additional information about the PerformPlus Open Arms Program for Employment Services Providers, visit [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > For Providers > Resources > Value-Based Programs.**

## Annual Office of Long-Term Living (OLTL) critical incident reporting training due by December 31

Provider and service coordination entity staff must be trained annually on preventing abuse and exploitation of Participants; critical incident reporting; and mandatory reporting requirements. OLTL offers provider and service coordination entity online training to meet this mandatory annual training requirement. After finishing each module, you will be linked to a webpage to register your completion and print your certificate. Note that you will need your provider number/service location or FEIN number to complete the registration page at the end of each module. **This mandatory annual training must be completed by December 31 of each year.**

Training for Incident Management and Protective Services is available on OLTL contractor Dering Consulting's website:  
**<https://deringconsulting.com/OLTL-Provider>.**



## Be involved — join our Participant Advisory Committee

AmeriHealth Caritas PA CHC hosts a quarterly Participant Advisory Committee meeting, and we are asking for your help.

The Participant Advisory Committee is a forum where Participants, providers, caregivers, family members, and direct care workers come together to help us make a difference.

The purpose of the committee is to provide our Participants with an effective means to consult with each other and, when appropriate, coordinate efforts and resources for the benefit of the entire CHC population in the zone, including people with LTSS needs.

**The 2024 Participant Advisory Committee meeting schedule is as follows:**

Zone	Time			Location
<b>Lehigh/Capital</b>	11 a.m. – 1 p.m.	September 10	December 10	AmeriHealth Caritas Pennsylvania Wellness and Opportunity Center — Reading 600 Penn Street, 3rd Floor Reading, PA 19602  <a href="#"><b>Zoom link</b></a>
<b>Northeast</b>	11 a.m. – 1 p.m.	September 5	December 5	AmeriHealth Caritas Pennsylvania Wellness and Opportunity Center — Hazleton 20 W. Broad Street Hazleton, PA 18201  <a href="#"><b>Zoom link</b></a>
<b>Northwest</b>	11 a.m. – 1 p.m.	September 3	December 3	Voice for Independence 1432 Wilkins Road Erie, PA 16505  <a href="#"><b>Zoom link</b></a>
<b>Southwest</b>	11 a.m. – 1 p.m.	September 17	December 17	Community Engagement Center 622 N. Homewood Avenue Pittsburgh, PA 15208  <a href="#"><b>Zoom link</b></a>

We are excited to share that we are actively recruiting a diverse group of Participants and providers!

- Do you know a Participant who likes to be involved in community meetings or organizations?
- Do you know a formal or informal caregiver who has expressed interest in advocating for others?

**If so, we want to hear from them!**

Please reach out to Community Relations Manager Nicole Ragab at [\*\*nragab@amerihealthcaritas.com\*\*](mailto:nragab@amerihealthcaritas.com) with the contact information of the potential committee member, and we will do the rest!

## Five ways to provide culturally responsive care

Health care providers who receive state or federal funds are required to accommodate and provide culturally and linguistically equitable services to all of their patients in accordance with Title VI of the Civil Rights Act of 1964 and Section 1557 of the Affordable Care Act (ACA). Linguistic barriers, race, disability, sexual orientation and gender, health literacy, and other factors influence how patients perceive symptoms and health conditions, when they seek care, their expectations of care, preferences regarding treatment, willingness to follow their provider's treatment plan, and whom they include in making their health care decisions.

**Here are some suggestions on how you can provide culturally responsive and competent services at your health care setting:**

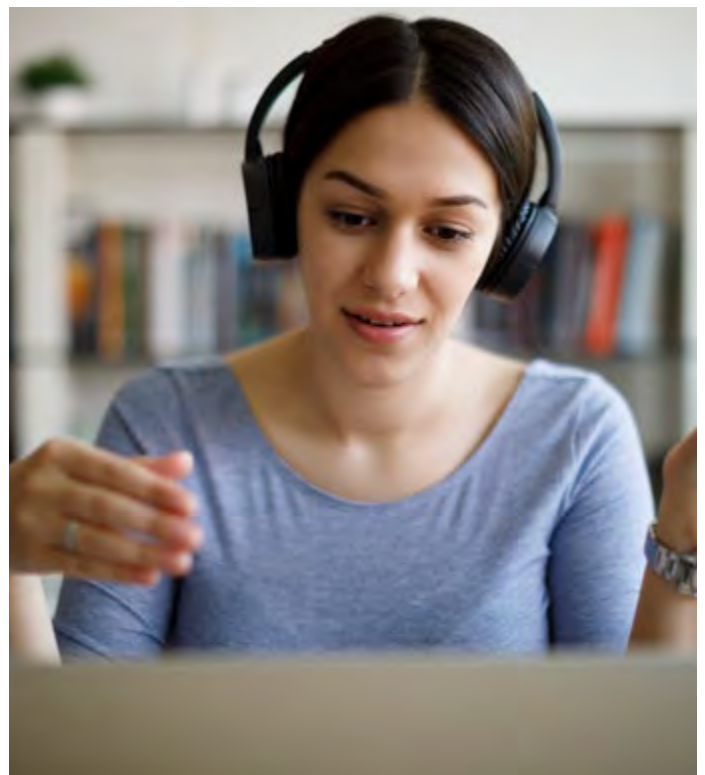
- 1.** Know your patient population by collecting race, ethnicity, and language data.
- 2.** Understand your patient population by continually promoting awareness and education to improve cultural responsiveness in your practice.
- 3.** Overcome language barriers by offering interpretation services when patients schedule or attend appointments. Provide translation of basic health care and counseling materials in the languages your practice serves.
- 4.** Require annual culturally informed and implicit bias training at your practice.

## How we can help: language and translation services

To help make sure our members and Participants 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](http://www.amerihealthcaritaspa.com) > Providers > Initiatives > Cultural competency** and **[www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > For Providers > Training** to review a description of services, a letter of commitment, and 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 **1-215-259-7000, ext. 55321**.

If an AmeriHealth Caritas PA CHC Participant needs an interpreter, please ask the Participant to call us at **1-855-235-5115** to be connected with an interpreter who meets their needs. For TTY services, please call **1-855-235-5112**.







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