

**To: AmeriHealth Caritas Pennsylvania (PA) Facilities/Providers**

**Date: September 30, 2022**

**Re: Change in Care Management Services and Utilization Management for neonatal intensive care unit (NICU) or Special Care Nursery**

Effective November 30, 2022, Care Management and Utilization Management services for AmeriHealth Caritas PA members admitted to the NICU or Special Care Nursery will no longer be provided by Progeny Health, rather they will be coordinated and provided by and through the AmeriHealth Caritas PA Care Management team and Neonatal Care Coordination program.

The goal of the Neonatal Care Coordination program is to improve clinical outcomes for our neonatal members admitted to the NICU or detained after birth. Our dedicated team of specialized nurses care managers and medical directors support our members and their family while inpatient and after discharge. They will work to assist families in preparing for their new baby and any special needs, follow-up care or discharge planning needs to make sure there is a smooth transition home.

The Care Management team will be proactively outreaching to all members currently being care managed through Progeny Health to make sure they are smoothly transitioned to an AmeriHealth Caritas PA Neonatal Care Coordination program care manager.

The notification process a facility is to follow when a member is admitted to the NICU or Special Care Nursery will not change with this transition. As a reminder:

- Facilities are required to notify the Utilization Management department of all admissions to the NICU or Special Care Nursery within 24 hours of the admission (even if the admission does not result in the baby being detained).
- The Plan regards a baby detained after the mother's discharge as a new admission. The admission must be reported to the Utilization Management department and a new case reference number will be issued for the detained baby.
- Facilities should call AmeriHealth Caritas PA's Utilization Management department at **1- 800-521-6622** and follow the prompts.
- Upon review and approval, a Utilization Management Coordinator will send a fax determination to the facility and provide the authorization number assigned for the baby's extended stay or other admission.
- Denial notification will occur telephonically and written notification via fax and letter. For Peer to Peer please call **1-877-693-8480**.
- Updated clinical information should be faxed to **1-866-755-9936**.

Thank you for your participation in our network and the care you continue to provide to some of our most fragile new members. If you have any questions about this notice or process, please contact your hospital Account Executive.

Sincerely,



Stephen Orndorff

Director, Provider Network Management