

The updated 2022 AmeriHealth Caritas Pennsylvania (PA) Provider manual is now available online.

June 28, 2022

AmeriHealth Caritas PA is pleased to announce the availability of the 2022 Provider Manual.

Examples of updates and changes include topics such as:

- Durable Medical Equipment Covered Services: added updated requirement: all DME purchases and monthly rentals in excess of \$750 require authorization
- Added in the event of a pharmacy denial, the prescriber will be notified by fax and the PCP and the member by mail
- Member Complaints, Grievances and Fair Hearings: The Department of Human Services (DHS) requested that the Member Complaint, Grievance and Fair Hearing language from the Member Handbook be inserted.
- Paper Credentialing Application Process: Updated that performance review of complaints, quality of care issues and utilization will be reviewed quarterly by the Quality Management department
- Postpartum Home Visit Program: Updated that all Members and newborns are able to receive a home visit upon discharge from the hospital
- Physician Reviewer Availability to Discuss Decision: updated within 5 business days of the verbal/faxed denial notification
- Cultural Responsiveness: updated entire section to replace the term Cultural Competency with the term Cultural Responsiveness, added language on Cultural Humility, added language on Section 1557 of the Affordable Care Act (ACA)

For the complete list of the 2022 manual updates and changes, and to access the manual in its entirety, visit the provider center at:

www.amerhealthcaritaspa.com → Provider → Resources → Provider manual.