

# PROVIDER CONNECTIONS



2021 ISSUE 2

**Welcome from our Market President**

**October is National Substance Abuse  
Prevention Month**

**Provider incentive programs**

**Access and availability standards**

**No-cost language interpretation  
services for our members**

**Provider drug formulary Preferred  
Drug List (PDL)**

**Flu vaccine**

**COVID-19 guidance**

**AHCA National Provider Identifier (NPI)  
requirement per service location**

**Provider alerts**

**Important update: In-office  
laboratory codes**

**Risk management**

**AmeriHealth Caritas Florida  
program highlights**

**Fraud, waste, and abuse**



A Provider's Link to AmeriHealth Caritas Florida



## Welcome from our Market President

Celebrating our new name and mission focus

This year we marked a significant milestone: Prestige Health Choice became AmeriHealth Caritas Florida. And we launched an important message across radio and print media throughout our Florida service area: We're on a mission.

Our mission is to help Floridians most in need get care, stay well, and build healthy communities. We serve diverse populations and help improve the conditions that affect their health and quality of life — the social determinants of health. Racial and ethnic minority groups have disproportionately higher hospitalization rates among every age group, including children younger than age 18.<sup>1</sup> COVID-19 has only made the critical health disparities in our communities even more apparent and, as part of our mission, we focus on COVID-19 vaccine equity for racial and ethnic minorities.

Our name change to AmeriHealth Caritas Florida emphasizes our alignment with the AmeriHealth Caritas Family of Companies, a national leader in managed care that brings nearly four decades of expertise serving at-risk populations. AmeriHealth Caritas Family of Companies care plans have won multiple industry honors for their culturally responsive services and innovative programs.

Thank you for being important partners in the mission. Together, we will continue working to remove barriers to health care and improve access, delivery, and quality of care to those in our state who are most in need.

A handwritten signature in black ink that reads "Kathy Warner".

Kathy Warner  
Market President, AmeriHealth Caritas Florida

---

Source:

1. "Disparities in COVID-19-Associated Hospitalizations," CDC, <https://www.cdc.gov/coronavirus/2019-ncov/community/health-equity/racial-ethnic-disparities/disparities-hospitalization.html>.

# October is National Substance Abuse Prevention Month

## Epidemic of the pandemic

As COVID-19 has claimed more lives, drug-related deaths have also increased. Higher stress can lead to more substance use, and drug overdoses have risen during the COVID-19 pandemic. More than 92,000 people are reported to have died from a drug overdose in 2020 in the U.S., up from 71,000 deaths reported for 2019. The CDC estimates that the unreported number of 2020 drug fatalities is higher still, with an average of more than 250 deaths each day, or roughly 11 every hour.<sup>1</sup>

CDC Director Robert Redfield, M.D., discussed the problem: “The disruption to daily life due to the COVID-19 pandemic has hit those with substance use disorder hard. As we continue the fight to end this pandemic, it’s important to not lose sight of different groups being affected in other ways. We need to take care of people suffering from unintended consequences.”<sup>2</sup>

## What can providers do to help save lives?

Synthetic opioids — primarily fentanyl — appear to contribute to most overdose fatalities.<sup>1</sup>

---

**The National Institute on Drug Abuse estimated that in 2019, only 22% of people with prescription opioid use disorder (OUD) received treatment, and that effective prevention and treatment strategies remain chronically underused.**<sup>3</sup>

---

The Department of Health and Human Services has outlined five keys to addressing this national crisis:<sup>3</sup>

- Easing access to treatment and recovery services.
- Appropriately treating with overdose-reversing drugs.
- Improving pain management practices.
- Boosting public health surveillance to improve our understanding of the epidemic.
- Supporting new research on pain and addiction.



Studies have shown that providers can successfully treat substance use disorders through a whole-person approach that combines medication with counseling or behavioral therapy. This approach — medication-assisted treatment (MAT) — uses medications approved by the U.S. Food and Drug Administration (FDA).

---

**Clinically driven and customized for each patient, MAT can help patients recover from substance use disorders and help prevent or reduce overdose from opioids.**<sup>4</sup>

---

## Training opportunities

Training resources are available to help providers address the opioid crisis:

- Learn **more about OUD** through our specialized training.
- Learn how to **become a buprenorphine-waivered provider** to treat OUD.
- Consider offering naloxone to patients with an increased risk of opioid overdose. Learn how to **assess the need to prescribe naloxone** for patients who are considered at risk.
- Request **Screening, Brief Intervention and Referral for Treatment (SBIRT) training** through our offered education opportunities.

(continued on page 4)

# October is National Substance Abuse Prevention Month

(continued from page 3)

You can also offer treatment options to patients who are AmeriHealth Caritas Florida members through a referral to our Behavioral Health department at **1-855-371-3967**. If the member's need is urgent, call our Rapid Response and Outreach Team at **1-855-371-8072**.

Sources:

1. "Provisional Drug Overdose Death Counts," CDC, <https://www.cdc.gov/nchs/nvss/vsrr/drug-overdose-data.htm>.
2. "Overdose Deaths Accelerating During COVID-19," CDC, <https://www.cdc.gov/media/releases/2020/p1218-overdose-deaths-covid-19.html>.
3. "Medications to Treat Opioid Use Disorder Research Report," National Institute on Drug Abuse, <https://www.drugabuse.gov/publications/research-reports/medications-to-treat-opioid-addiction/overview>.
4. "Medication-Assisted Treatment (MAT)," Substance Abuse and Mental Health Services Administration, <https://www.samhsa.gov/medication-assisted-treatment>.

## Provider incentive programs

### PerformPlus® value-based incentive programs

AmeriHealth Caritas Florida offers enhanced incentive programs for high-quality and cost-effective care through our PerformPlus programs. The PerformPlus programs are designed to improve patient health, reduce unnecessary cost, and promote accountable care. Each program contains quality and cost-efficiency incentives that align with the National Committee for Quality Assurance (NCQA) standards.

The financial incentives provided in these programs are over and above a practice's base compensation. Value-based incentive payments are based on the performance of the provider's group practice and not on individual performance (unless the participant is a solo practitioner).

Providers interested in joining one of AmeriHealth Caritas Florida's PerformPlus programs may contact their Provider Account Executive or Provider Services at **1-800-617-5727**.



## Access and availability standards

AmeriHealth Caritas Florida is committed to ensuring a positive member experience. To this end, we use member satisfaction surveys to help us improve the quality of care and services we provide. One of these surveys is the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey, which measures several components of patient experience, including:

- Getting needed care.
- Getting care quickly.
- How well providers communicate.

Here are some tips for the best patient experience:

- Getting needed care:
  - Have office staff available to help patients schedule appointments with specialists.
  - Identify if there are specialists having problems reasonably scheduling appointments, identify why and find an alternative if necessary.
- Getting care quickly:
  - Implement open-access scheduling. Allow a portion of each day for urgent care and follow-up care, especially during flu season.
- How well providers communicate:
  - Explain things to your patients in a way they can understand.
  - Listen carefully to them.

Use our language access services for members who speak Spanish or Haitian Creole. We have interpreters and translators standing by.

## No-cost language interpretation services for our members

Members should be advised that interpretation services from AmeriHealth Caritas Florida are available at no cost. When a member uses AmeriHealth Caritas Florida interpretation services, the provider must sign, date, and document the services provided in the medical record in a timely manner. How to use our interpretation services:

- Inform the member of their right to no-cost interpretation services.
- Make sure a phone is in the room or use a cell phone.
- Call Member Services at **1-855-355-9800** 24 hours a day, seven days a week, with the member ID number. Member Services will connect you to the needed interpreter.
- Conduct exam with the interpreter on the phone.

### Interpretation tips:

- Speak directly to the patient, not to the interpreter.
- Do not rush. Pause every sentence or two for interpretation.
- Use plain language. Avoid slang and sayings. Jokes do not always translate well.
- Check for understanding from time to time by asking the patient to repeat back what you said. This is better than asking, "Do you understand?"

Using translation services ensures adherence to providing services in a culturally competent manner.

## Pediatric therapy

Need assistance finding a pediatric physical therapist, occupational therapist, speech therapist, or respiratory therapist?

We can help! Please contact our Provider Network Management Manager at [PNM\\_inquiries@amerihealthcaritasfl.com](mailto:PNM_inquiries@amerihealthcaritasfl.com).

## Provider drug formulary Preferred Drug List (PDL)

You can find information on the drug formularies by visiting [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com) and [https://ahca.myflorida.com/Medicaid/Prescribed\\_Drug/pharm\\_thera/index.shtml](https://ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/index.shtml).

If you have questions, please contact your Provider Account Executive or Provider Services at **1-800-617-5727**.

## Flu vaccine

Flu season is here. Remind patients to get flu shots — they are covered by AmeriHealth Caritas Florida at no cost to our members. Adult pneumonia and shingles vaccines are also available for members at no cost.

Many of the pharmacies in our network can administer the flu vaccine. Members can find a participating pharmacy online at [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com).

## COVID-19 guidance

While the COVID-19 virus continues to evolve and vaccines are now widely available, AmeriHealth Caritas Florida has been closely monitoring the Centers for Disease Control and Prevention (CDC) to provide the latest information.

AmeriHealth Caritas Florida recommends that providers follow CDC, Centers for Medicare & Medicaid Services (CMS), and state-specific guidance with regard to COVID-19 vaccination, evaluation, testing, diagnosis, treatment, and reporting. You may also visit [www.amerihealthcaritasfl.com](http://www.amerihealthcaritasfl.com) for more information.



# AHCA National Provider Identifier (NPI) requirement per service location

Please note that a unique National Provider Identifier (NPI) is required for each new service location.

Only eligible enrolled organizational (group) providers operating under the same license may enroll additional service locations. Eligible providers who wish to enroll additional locations can do so by:

- Logging onto their account on the Florida Medicaid Secure Web Portal.
- Clicking the New Location Code (NLC) Wizard from the Quick Links dialog box on their Secure Web Portal landing page.

Individual providers (sole proprietors or sole proprietors enrolling as a member of a group) cannot report additional service location addresses at this time.

Group providers who are assigned a different license for each service location must submit a full Florida Medicaid Provider Enrollment Application for each service location. Please complete the online enrollment application via the **Online Enrollment Wizard**.

Additional information can be found in the NLC Quick Reference Guide. You can find the guide in the Add Additional Locations section of the **Enrollment Forms** page on the public Web Portal at <https://ahca.myflorida.com/index.shtml>.

Please call the Provider Enrollment Contact Center for any enrollment-related inquiries at **1-800-289-7799, option 4**.

## Provider alerts

### ROPA

Claims will be denied if referring, ordering, prescribing, and attending (ROPA) providers are not enrolled.

Effective **October 1, 2021**, any fee-for-service (FFS) claim submitted with a National Provider Identifier (NPI) for a provider not enrolled with Florida Medicaid will be denied, and the provider will not receive reimbursement for services.

---

## Important update: In-office laboratory codes

On **October 1, 2021**, there was a revision to the laboratory codes allowed to be performed in a provider's office. All other laboratory tests **must be referred to Quest Diagnostics**.

A full list of the updated codes are available on our website [www.amerihhealthcaritasfl.com](http://www.amerihhealthcaritasfl.com) or **In-office laboratory codes**.

**Note:** If a laboratory test performed in the physician's office is **not** listed on our website, the claim will be denied with the following message: "Services covered only when performed by an in-network laboratory."

If you have questions, please contact your Account Executive or call Provider Services at **1-800-617-5727**.

## Searchable online provider directory

Your practice demographic information is important. Please visit [www.amerihhealthcaritasfl.com/provider/find-provider/index.aspx](http://www.amerihhealthcaritasfl.com/provider/find-provider/index.aspx) to review and confirm that your information in our provider directory is accurate. If you notice any errors in the directory, please notify your Account Executive or Provider Services at **1-800-617-5727**.

# Risk management

AmeriHealth Caritas Florida recognizes the importance of minimizing risk to members during the provision of health care services. For this reason, AmeriHealth Caritas Florida uses a formal risk management program to promote the delivery of optimal and safe health care for members. The program allows objective monitoring, evaluation, and correction of situations that may occur in the administration and delivery of health care services.

## Procedures for adverse incident reporting

Providers and subcontractors must report adverse incidents or injuries affecting AmeriHealth Caritas Florida members using the AHCA-approved provider adverse incident form. Providers must complete this report immediately on the incident occurrence, and no later than within 48 hours of detection or notification. Reporting will include information such as the member's identity, description of the incident, and outcomes, including the current status of the member. After completion, fax the form to AmeriHealth Caritas Florida Risk Management at **1-305-436-7485** or email it to **ACFLRiskManagement@amerihealthcaritasfl.com**. Maintain the incident report in a secure confidential file.

For reporting purposes, Florida defines an adverse incident as injury of a member occurring during delivery of covered services that:

- Are associated in whole or in part with service provision rather than the condition for which such service provision occurred;

- Are not consistent with or expected to be a consequence of service provision;
- Occur as a result of service provision to which the patient has not given their informed consent; or
- Occur as the result of any other action or lack thereof on the part of the staff of the provider.

Examples of adverse incidents include events involving abuse, neglect, exploitation, major illness or injury, involvement with law enforcement, elopement or being missing, or major medication incidents. In accordance with our AHCA contract an injury is defined as:

- Death.
- Brain damage.
- Spinal damage.
- Permanent disfigurement.
- Fracture or dislocation of bones or joints.
- Any condition requiring definitive or specialized medical attention that is not consistent with the routine management of the patient's case or patient's preexisting physical condition.

Any condition requiring surgical intervention to correct or control.



# AmeriHealth Caritas Florida **program highlights**



**Healthy Behaviors programs** allow members to earn rewards for completing certain health milestones related to maternity care, well-child visits, diabetic testing, and certain cancer screenings.



**Let Us Know program is a partnership with the provider community in the management of chronically ill members.**



**BRIGHTSTART**

**Bright Start maternity case management program** provides prenatal and postpartum services for members.



**Keys to Your Care** is a special texting and outreach program for AmeriHealth Caritas Florida members who are pregnant. It's offered by Bright Start, the AmeriHealth Caritas Florida maternity program.



**Safelink** enables AmeriHealth Caritas Florida members to get a smartphone at no cost, including monthly data and minutes, unlimited text messaging, and free calls to AmeriHealth Caritas Florida Member Services.





# Fraud, waste, and abuse

AmeriHealth Caritas Florida prioritizes compliance with state and federal laws and regulations. The National Health Care Anti-Fraud Association (NHCAA) and some government agencies estimate that health care fraud costs the nation from 3% to 10% of total health care expenditures and potentially more than \$300 billion each year.<sup>1</sup> Health care fraud may increase the overall cost of health care and have detrimental effects on vulnerable patients, providers, and payer organizations, which is why we need your help combating fraud.

## Reporting and preventing fraud, waste, and abuse

Providers and members may anonymously report suspected fraud, waste, or abuse to the Special Investigations Unit (SIU). Please provide as much information as possible using one of the following methods:

- Call the Fraud Tip Line at **1-866-833-9718**.
- Email **FraudTip@amerihealthcaritas.com**.
- Complete and submit the Fraud Tip form at **<http://home.kmhp.com/index.asp?go=/fraud>**.

You can also contact the state oversight agency directly. To contact the Medicaid Program Integrity Bureau (MPI), Office of the AHCA Inspector General:

- Call the hotline at **1-888-419-3456** or the office at **1-850-412-4600**.
- Send a fax to **1-850-410-1972**.
- Email **MPIComplaints@ahca.myflorida.com**.
- Visit **<https://ahca.myflorida.com/MCHQ/MPI/I>** and complete an online form at **<https://apps.ahca.myflorida.com/mpicomplaintform>**.
- Mail information to Kelly Bennett, Chief, 2727 Mahan Drive, MS#6, Tallahassee, FL 32308.
- To contact the Medicaid Fraud Control Unit of Florida, Office of the Attorney General:
  - Call the hotline at **1-866-966-7226** or the office at **1-850-414-3990** or **1-850-414-3300**.
  - Mail information to PL-01 The Capitol, Tallahassee, FL 32399-1050.



If you report suspected fraud and your report results in a fine, penalty, or forfeiture of property from a doctor or other health care provider, you may be eligible for a reward through the Attorney General's Fraud Rewards Program at **1-850-414-3990**. The reward may be up to 25% of the amount recovered, or a maximum of \$500,000 per case as set forth in Fla. Stat. §409.9203. You can talk to the Attorney General's Office about keeping your identity confidential and protected.

Below are examples of information that will help AmeriHealth Caritas Florida with an investigation:

- Contact information (i.e., name of individual making the allegation, address, and phone number).
- Type of item or service involved in the allegation(s).
- Place of service.
- Nature of the allegation(s).
- Time frame of the allegation(s). As situations warrant, AmeriHealth Caritas Florida may make referrals to appropriate law enforcement and/or the Medical Education Development in Communities (MEDIC).

Source:

1. "The Challenge of Health Care Fraud," National Health Care Anti-Fraud Association, **<https://www.nhcaa.org/tools-insights/about-health-care-fraud/the-challenge-of-health-care-fraud>**.

**Fraud Tip Hotline: 1-866-833-9718**, 24 hours a day, seven days a week.  
Secure and confidential. You may remain anonymous.