

Keeping you informed of the most important information, news, and updates, vital to your practice.

We appreciate your partnership in AmeriHealth Caritas Florida's provider network.

Quality Corner

April is Minority Health Month!

This is a time to raise awareness about the importance of improving the health of racial and ethnic minority communities and reducing health disparities.

This targets the health needs of African Americans, Hispanics, Asians, Native American, and other minorities. We encourage you to **take action** through health education and early management of disease complications for both physical and mental health.

Resources Available:
<https://www.cdc.gov/healthequity/features/index.html>

Prior Authorization Requests

For services that require prior authorization, please submit all necessary medical records so the entire clinical scenario is captured with the request. This will help to reduce unnecessary appeals. Thank you for your partnership.

AmeriHealth Caritas Florida offers our providers access to Medical Authorizations for electronic authorization inquiries and submission. The Medical Authorizations portal is accessed through NaviNet and is located on the **Workflows** menu.

<https://www.amerhealthcaritasfl.com/provider/resources/prior-authorization.aspx>

Provider Incentive Opportunity – Pregnancy Notification Form

AmeriHealth Caritas Florida recognizes and values the vital impact that early and consistent prenatal care has on patients and their babies. This is why we ask for your help to submit the Pregnancy Notification Form immediately upon confirmation of a member's pregnancy. AmeriHealth Caritas Florida is excited to offer a new incentive for providers who submit the completed **[Florida Medicaid Pregnancy Notification Form](#)**.

For information about incentives and how to participate, please visit our website
<https://www.amerhealthcaritasfl.com/pdf/provider/newsletters-and-updates/2024/031224-provider-alert-pregnancy-notification-provider-incentive.pdf>

Redetermination deadline is April 30, 2024

Once again, Medicaid members must recertify their eligibility (redetermination), or these patients are at risk of losing their Medicaid coverage on **April 30th**.

Florida Medicaid members should be on the lookout for a redetermination letter in a yellow striped envelope in the mail from Florida's DCF. To ensure that members receive this critical piece of mail, they should validate that their address, email, and phone number are up to date in their MyACCESS account with DCF by visiting <https://www.myflfamilies.com/services/public-assistance>.

A list of your patients that must recertify **By 4/30/24 is available on the Redetermination Report** in NaviNet. Thank you for your support in contacting these patients to remind them of the importance of completing the necessary steps to keep their Medicaid coverage.

Have you been selected for the Provider Satisfaction Survey?

Data collection ends **May 22, 2024**

Please return by mail or take the survey online by **May 22, 2024**

www.sphsurvey.com

In 2023, we scored 94% in Overall Provider Satisfaction!

How are we doing this year?