

**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

With the integration of care, AmeriHealth Caritas Florida's primary care providers can identify and screen patients for mental illness and/or substance use. **Make the discussion about drugs and alcohol a part of routine office visits.** Most patients are willing to discuss their alcohol and drug use and its connection to health.

Find the following resources and screening tools available for the integration of care on our website at: <https://amerihealthcaritasfl.com/provider/resources/behavioral-health/index.aspx>

- Screening, Brief Intervention and Referral for Treatment (**SBIRT**)
- [Tools to Screen for Alcohol and Substance Use Disorder](#)
- Patient health questionnaire (PHQ-9) [depression screening](#).

## Quest Laboratory Services

Quest Diagnostics is AmeriHealth Caritas Florida's preferred outpatient lab provider.

- Labs must be processed through the Quest Diagnostics network.
- If your office does not have a Quest Diagnostics account, please direct the member to a convenient Quest Diagnostics Patient Service Center.

## Post Appointment Member Satisfaction Survey Results

AmeriHealth Caritas Florida is devoted to collaborating with our providers to help ensure that your patients, our members receive comprehensive, quality, and culturally responsive care. One of the tools we use to evaluate the member care experience is our Post Appointment Member Satisfaction Survey.

We are pleased to announce that providers will now be able to view their member satisfaction ratings through a new **Post Appointment Survey Provider Scorecard**, available in the NaviNet provider portal. To access this new feature, login to NaviNet, and navigate to *Clinical Reports Inquiry* → *Report Selection* → *Post Appointment Survey Provider Scorecard*.

## Culturally responsive care

As healthcare professionals, our commitment to providing exceptional care must extend beyond clinical expertise to encompass cultural responsiveness. Culturally responsive care not only improves patient satisfaction but also enhances health outcomes and fosters trust.

In an effort to improve the patient experience, we want to share best practices. These can be found at <https://amerihealthcaritasfl.com/provider/resources/cultural-competency.aspx>.

By embracing these culturally responsive best practices, we can create a more inclusive and compassionate healthcare environment that empowers all patients to thrive.

### **ALERT !**

**- Fraud, Waste and Abuse** - Please be aware of healthcare scams in which call centers send physician orders multiple times via fax and call until the order is signed. After a signature is obtained, they are fraudulently used for other orders without the physician's knowledge or consent. **Physicians, please be cautious when signing orders sent directly to you, especially for DME and labs.**

*Happy Memorial Day!*

Please visit AmeriHealth Caritas Florida's website to find important updates and available trainings- <https://amerihealthcaritasfl.com/provider/newsletters-and-updates/index.aspx>

