

November 2018

For all providers

**New addition:
Influenza vaccination care gap**

Childhood vaccinations protect children from many serious and potentially fatal diseases. The HEDIS® Childhood Immunization Status (CIS) measure includes 10 different vaccinations, including the influenza vaccine. To help ensure your patients are receiving this recommended vaccination and completing the vaccination series, we have added a new care gap for the influenza vaccination, effective November 20, 2018. See below for status information that will display for this care gap. You can find detailed information about the care gap in the specifications document posted on our website at www.amerihealthcaritaspa.com or www.amerihealthcaritasnortheast.com → **Providers** → **Resources** → **NaviNet** → **Gaps in Care Specification Documents**.

Influenza vaccination care gap status definitions:

- Missing: No influenza vaccination.
- Up-to-Date: At least two influenza vaccinations with different dates of service between 6 months and 2 years of age.
- Series Incomplete: One influenza vaccination between 6 months and 2 years of age.

Beginning November 20, care gap alerts will appear on your screen in NaviNet for members who are 2 years of age. Care gaps can also be viewed in NaviNet when checking a member's eligibility and benefits and through the Reports Inquiry or Member Clinical Summary option. If you need assistance accessing and resolving care gaps, please check out the **Resolve Care Gaps** page (<https://support.nanthealth.com/health-plans/amerihealth-pa-medical-assistanceconnect-plans/user-guide/resolve-care-gaps>) on NaviNet or the training video on your Plan Central page.



Articles in this edition

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Keys to Your Care Maternity Program and Keys to Your Care Healthy Baby Program

If you suspect it, report it.
Help us fight fraud, waste, and abuse.

Our mission

We help people:

Get care.

Stay well.

Build healthy communities.

We have a special concern for those who are poor.

If you have questions about this communication, please contact your provider Account Executive or one of the following departments:

AmeriHealth Caritas
Pennsylvania
Provider Services
1-800-521-6007

AmeriHealth Caritas
Northeast
Provider Services
1-888-208-7370

For all providers**Keys to Your Care® Maternity Program and
Keys to Your Care Healthy Baby Program**

We have split the previously combined **Keys to Your Care Maternity** and **Keys to Your Care Healthy Baby program** into two separate programs, allowing for independent enrollment into each program. Previously, a pregnant member would have to be enrolled in the Keys to Your Care Maternity Program in order for her child to be eligible for the Keys to Your Care Healthy Baby Program. By separating the programs, we can extend quality, preventive care to more of our youngest members by allowing any member age 0 to 15 months to be enrolled in the Keys to Your Care Healthy Baby Program, even if their parent is not a plan member or a Keys to Your Care Maternity Program participant.

Keys to Your Care Maternity Program is a voluntary texting and member outreach program for pregnant Plan members. Your members who enroll in the program and have text messaging capabilities on their mobile devices will receive helpful messages every week of their pregnancies and for the first few weeks after their babies are born. Both texting and non-texting members will receive telephonic appointment reminders. The goal of this program is to provide information and resources to help our members have safe, full-term pregnancies and healthy babies by encouraging good prenatal and postpartum care.

Keys to Your Care Healthy Baby Program is also a voluntary texting and member outreach program for Plan members ages 0 to 15 months. Both texting and non-texting parents/legal guardians of these members will receive telephonic appointment reminders. The goal of this program is to provide information and resources to help our members stay on track with immunizations and preventive health measures. Parents who enroll in the program and have text messaging capabilities on their mobile devices will receive helpful messages every week up to baby's 15th month of life.

As part of both programs, members/parents may earn incentives for reaching milestone visits. We hope that you will encourage your AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast expectant mothers and new parents to enroll in these exciting, innovative programs.

For more information, including instructions on how members can enroll, go to www.amerhealthcaritaspa.com or www.amerhealthcaritasnortheast.com → **Preventive Care Center** → **Providers, you can help** → **Postpartum Care Center** or **Well Child Care Center** → **Help educate our members.**



For all providers

**If you suspect it, report it.
Help us fight fraud, waste, and abuse.**

- Call our toll-free Fraud Tip Line at **1-866-833-9718**.
- Email **fraudtip@amerihealthcaritas.com**.
- Mail a written statement to:
Special Investigations Unit
AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast
200 Stevens Drive
Philadelphia, PA 19113

Information may be left anonymously.

Providers may also report suspected fraud, waste, and abuse by:

Phone: **1-844-DHS-TIPS** or **1-844-347-8477**

Online: **www.dhs.pa.gov**

Fax: **1-717-214-1200**, Attn: OMAP Provider Compliance Hotline

Mail: Bureau of Program Integrity
OMAP Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

Mandatory fraud, waste, and abuse provider training is available online at

www.amerihealthcaritaspa.com

or

www.amerihealthcaritasnortheast.com → **Providers** → **Resources** → **Fraud, waste, abuse**.



Please contact AmeriHealth Caritas Pennsylvania's Provider Services department at **1-800-521-6007** or AmeriHealth Caritas Northeast's Provider Services department at **1-888-208-7370** with any demographic changes to your office information or changes, additions, or deletions to your provider rosters. Keeping us apprised of your office's correct physical location and provider rosters ensures our members have the best possible experience when trying to locate their medical providers. You may check your information in our systems by going to either **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** (top menu) → **Provider Directory** (left-hand menu) and searching your information in our Provider Directory.

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