

December 2018

For all providers

## Help optimize care coordination by asking your patients to complete a HIPAA authorization form

**Summary:** Information sharing for care coordination may require a valid HIPAA authorization form when certain conditions or sensitive disease states are present. The absence of a valid HIPAA authorization form may prevent the health plan and other care team members from providing the most efficient care coordination to your patients. **It is important for your patients to understand and complete a HIPAA authorization form.** If your practice does not have a version of this form already in use, the health plan can provide one by request.

### Background

The HIPAA Privacy Rule allows covered entities to access, use, or disclose patient protected health information (PHI) for the purposes of payment, treatment, and health care operations. However, it has become common practice, for conditions such as mental health or substance abuse disorders, HIV/AIDS, sexually transmitted diseases, and genetic conditions, to require the affirmative permission of a patient — by means of a HIPAA authorization form — before diagnostic records or other information can be shared with providers and other partners on the patient's care team.

Absence of a valid HIPAA authorization form may prevent the health plan and other care team members from providing the most efficient care coordination to your patients who are AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast (Plan) members. It is important for your patients to understand and complete a HIPAA authorization form to optimize information sharing for care coordination purposes.

### Action needed

Please tell your patients about the importance of completing a HIPAA authorization form to optimize care coordination and **ask your patients to complete the HIPAA authorization form while in your office.** If your practice does not have a version of this form already in use, the Plan has a HIPAA authorization form that can be provided to you upon request.



### Articles in this edition

Help optimize care coordination by asking your patients to complete a HIPAA authorization form

December 2018 edition of *Connections* provider newsletter now available

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**

**December 2018 edition of *Connections* provider newsletter now available**

We are pleased to announce the availability of the newest edition of our provider newsletter, *Connections*. To view the newsletter, go to [www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) or [www.amerihealthcaritasnortheast.com](http://www.amerihealthcaritasnortheast.com) → **Providers** → **Communications** → **Provider Newsletters**.

*Connections* is your link to important provider news, updates, and resources. We hope your practice finds this edition informative and we welcome any comments or suggestions you may have at: [provider.communications@amerihealthcaritaspa.com](mailto:provider.communications@amerihealthcaritaspa.com) or [providercommunications@amerihealthcaritasnortheast.com](mailto:providercommunications@amerihealthcaritasnortheast.com).

Highlights of this edition are:

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys.
- National Committee for Quality Assurance (NCQA) Health Plan Accreditation and Ratings.
- January is Cervical Health Awareness Month.
- Tobacco use prevention and cessation program.
- Pharmacy formulary updates.
- Health equity.
- Dental corner.
- Gun safety.
- Behavioral health services.
- Flu season reminder.
- Radon gas and lung cancer...and more!

You can receive future editions of *Connections* and other important plan news and notifications via our free email service. Self-register on our website at:

[www.amerihealthcaritaspa.com](http://www.amerihealthcaritaspa.com) → **Providers** → **Communications** → **E-Lert (email news) registration**

or

[www.amerihealthcaritasnortheast.com](http://www.amerihealthcaritasnortheast.com) → **Providers** → **Communications** → **Network News - sign up for e-mail alerts**.



**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

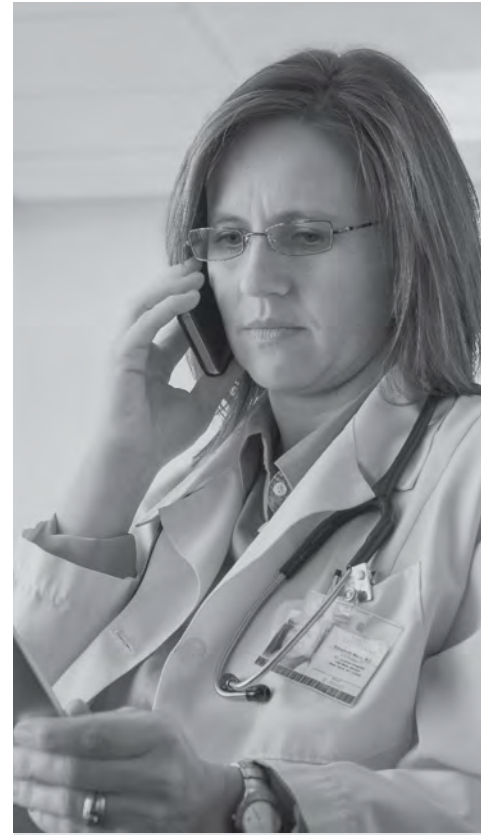
Mail: Bureau of Program Integrity  
OMAP Provider Compliance Hotline  
P.O. Box 2675  
Harrisburg, PA 17105-2675

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

**www.amerihealthcaritaspa.com**

or

**www.amerihealthcaritasnortheast.com** → **Providers** → **Resources** → **Fraud, waste, and 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 for your information in our Provider Directory.

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Pennsylvania

  
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