



A Note of Thanks to Our Providers and Their Staff

We at AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) would like to thank you for the care you have provided and continue to provide to our Participants throughout the past year. Your dedication and support to your patients is unmatched during these difficult times. We would like to assure you of our continued commitment to providing your office with the service, support, and partnership you have come to rely on from us now and beyond the COVID-19 pandemic.

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The Pennsylvania Department of Human Services (DHS) has released a Medical Assistance Bulletin (MAB) addressing additional CPT codes for the administration of SARS-CoV-2 vaccines and reimbursement changes.

DHS made the decision to increase the Medical Assistance program fee schedule rate to that of Medicare for the administration of the SARS-CoV-2 vaccines. We are following that guidance and updating our systems. This rate increase became effective on December 1, 2020. Providers do not need to resubmit claims; we will reprocess and adjust payment.

The complete MAB outlining the procedure code, national code description, provider type, provider specialty, place of service, pricing, informational modifiers, etc., can be found on the coronavirus page in the Providers section of www.amerihealthcaritaschc.com.

The following CPT codes have been added to the AmeriHealth Caritas PA CHC fee schedule:

Vaccine manufacturer	Code	Code description
Pfizer Inc.	0001A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 30 mcg/0.3 mL dosage, diluent reconstituted; first dose
	0002A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 30 mcg/0.3 mL dosage, diluent reconstituted; second dose
Moderna Inc.	0011A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 100 mcg/0.5 mL dosage; first dose
	0012A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 100 mcg/0.5 mL dosage; second dose
AstraZeneca	0021A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus diseases [COVID-19]) vaccine, DNA, spike protein, chimpanzee adenovirus Oxford 1 (ChAdOx1) vector, preservative free, 5x10 ¹⁰ viral particles/0.5 mL dosage; first dose
	0022A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus diseases [COVID-19]) vaccine, DNA, spike protein, chimpanzee adenovirus Oxford 1 (ChAdOx1) vector, preservative free, 5x10 ¹⁰ viral particles/0.5 mL dosage; second dose
Janssen Biotech Inc. (a division of Johnson & Johnson)	0031A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus disease [COVID-19]) vaccine, DNA, spike protein, adenovirus type 26 (Ad26) vector, preservative free, 5x10 ¹⁰ viral particles/0.5 mL dosage; single dose

Please continue to visit the dedicated coronavirus page in the Providers section of our website for the most up-to-date information and for links to updates from DHS and the Pennsylvania Department of Health (DOH).

Do you know your Account Executive?

All participating providers are assigned a dedicated Account Executive. Your Account Executive is your liaison with AmeriHealth Caritas PA CHC. They are responsible for orientation, continuing education, and problem resolution for our network providers.

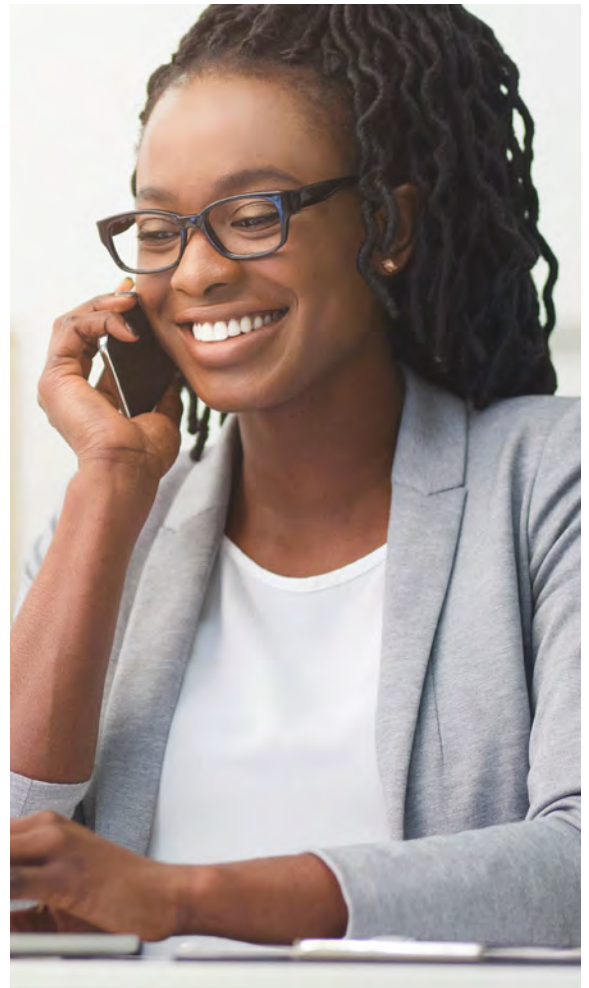
To find a list of Account Executives, please visit www.amerhealthcaritaschc.com > **For Providers** > **Providers Homepage** > **Quick Contact Information**.

Call your Medical Account Executive:

- To arrange for orientation for a new practice, or on new specific quality programs.
- To resolve an issue that could not be resolved through our standard processes.
- To report any change in your status, such as a phone number, address, Taxpayer Identification Number, or additions/deletions of physicians at your practice.

Call your long-term services and supports (LTSS) Account Executive:

- To arrange for orientation or in-service meetings.
- For service calls.
- To respond to any questions or concerns.
- To report any change in your status, such as a phone number, address, Taxpayer Identification Number, or additions/deletions of physicians at your practice.



Recent provider notices

Visit our website for our most up-to-date notices that may affect you at www.amerhealthcaritaschc.com > **For Providers** > **Providers Homepage** > **Latest updates**.

Recent notices include:

- Updated CPT codes for the administration of SARS-CoV-2 vaccines.
- Prior authorization lookup tool now available on the provider website.
- CPT codes for the administration of SARS-CoV-2 vaccines.

Provider credentialing rights

After submitting an application, health care providers have the following rights:

- To review information submitted to support their credentialing application, with the exception of references, recommendations, and peer-protected information obtained by the plan.
- To correct erroneous information. When information obtained by the Credentialing department varies substantially from information provided by the provider, the Credentialing department will notify the provider to correct the discrepancy.
- To be informed, upon request, of the status of their credentialing or recredentialing applications.
- To be notified within 60 calendar days of the Credentialing Committee/Medical Director review decision.
- To appeal any credentialing/recredentialing denial within 30 calendar days of receiving written notification of the decision.
- To know that all documentation and other information received for the purpose of credentialing and recredentialing is considered confidential and is stored in a secure location that is only accessed by authorized plan associates.
- To receive notification of these rights.

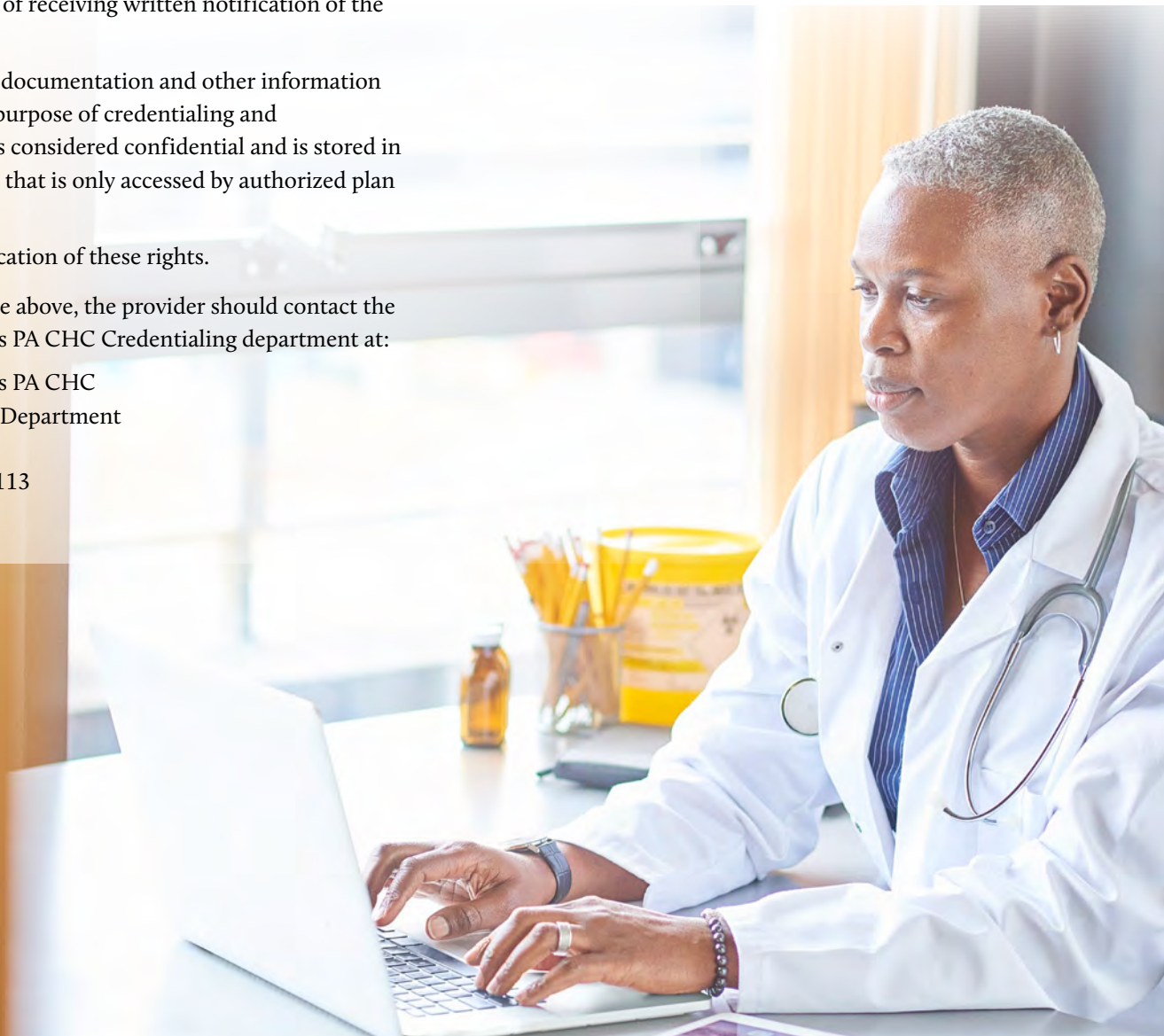
To request any of the above, the provider should contact the AmeriHealth Caritas PA CHC Credentialing department at:

AmeriHealth Caritas PA CHC
Attn: Credentialing Department
200 Stevens Drive
Philadelphia, PA 19113

Credentialing reminders

Please remember that AmeriHealth Caritas PA CHC offers and encourages all practitioners to use the free Universal Provider Datasource through the Council for Affordable Quality Healthcare (CAQH)* for simplified and streamlined data collection for credentialing and recredentialing. Through the CAQH, credentialing information is provided to a single repository, via a secure internet site, to fulfill the credentialing requirements of all health plans that participate in the CAQH.

The complete list of AmeriHealth Caritas PA CHC credentialing guidelines and related forms, as well as practitioners' credentialing and recredentialing rights, can be found online at www.amerihealthcaritaschc.com > **For Providers > Join our network**. *Note: CAQH credentialing does not apply to home- and community-based services (HCBS) and LTSS providers. HCBS and LTSS providers should complete our paper application process.





Participant benefits

All Participants are entitled to the medical benefits provided under the Pennsylvania Community HealthChoices program. Additionally, Participants who qualify through DHS are eligible to receive LTSS benefits under the same program. For more information about benefits and services, go to Section 1 of the Provider Manual at www.amerihealthcaritaschc.com > **For Providers > Provider manual and forms.**

Participant copayment

The most current Participant copayment schedule is available at www.amerihealthcaritaschc.com > **For Providers > Resources > Participant information.**

Participant rights and responsibilities

AmeriHealth Caritas Pennsylvania PA CHC is committed to treating our Participants with dignity and respect. AmeriHealth Caritas PA CHC, its network providers, and other providers of service may not discriminate against Participants based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. Our Participants also have specific rights and responsibilities. The complete list is available in both the Participants section and the Providers section of www.amerihealthcaritaschc.com.

Teach-back: A simple way to improve patient and physician communication

Health literacy is defined as the ability to communicate with patients in a way that is easy for them to understand and act upon.

Patient understanding is key to better health. Research shows that patients remember and understand less than half of what clinicians explain to them. It is estimated that only 11% of the entire population is proficient in health literacy. Patients may try to hide their lack of understanding of health information due to fear of being embarrassed, misunderstood, or disrespected.

The teach-back method is used to ensure patients understand health information, as well as the risk and benefits trade-offs associated with treatments, procedures, and tests. Here are some tips for using the teach-back method:

- Use a caring tone of voice and attitude.
- Display comfortable body language and make eye contact.
- Use plain language. Avoid using medical jargon and vague directions.
- Ask the patients to use their own words.
- Ask open-ended questions that start with “what” or “how.”
- Avoid questions that result in “yes” or “no” answers.
- Ask your patients to show you how to do something, such as using their inhaler.



- Say, “To make sure I covered everything, can you tell me how you will explain (new medicine, next appointment, lab tests, etc.) to your spouse or caretaker?” The goal is to check how well you explained the health information — not to test the patient. At times, teach-back may reveal that patients do not understand what they need to know or need to do. When that happens, say, “I must not have done a good job explaining. Let me try again.”

These methods can help you:

- Improve patient understanding and adherence.
- Decrease callbacks and canceled appointments.
- Improve patient satisfaction and outcomes.

If you need help, go to www.cdc.gov/healthliteracy or www.ahrq.gov/health-literacy for resources.

Translation services

To help ensure our Participants continue to have access to the best possible health care and services in their preferred language, we are extending to our network providers the opportunity to contract with Language Services Associates (LSA) at our low, corporate telephonic rates.

Visit www.amerhealthcaritaschc.com > **For Providers** > **Training** to review a description of services and a letter of commitment for complete details and contact information. You may address any questions you have directly to LSA, since this relationship will be between your office and LSA. Feel free to call them at **1-800-305-9673, ext. 55321**. If an AmeriHealth Caritas PA CHC Participant needs an interpreter, please ask the Participant to call us at **1-855-235-5115** to be connected with an interpreter who meets their needs. For TTY services, please call **1-855-235-5112**.

PDL updates for 2021

DHS implemented changes to the statewide preferred drug list (PDL) that went into effect on January 5, 2021.

As a reminder, DHS required all Medical Assistance managed care organizations (MCOs) in the physical health HealthChoices and Community HealthChoices plans to move to the mandated statewide PDL in 2020 and to adhere to any subsequent statewide PDL updates.

- AmeriHealth Caritas PA CHC continues to adhere to all updates to the preferred and non-preferred status and list of drugs included in the statewide PDL.
- AmeriHealth Caritas PA CHC continues to use the prior authorization guidelines as required by DHS for drugs included in the statewide PDL.
- The process for obtaining prior authorization process remains the same. For more information about prior authorization, please visit www.amerhealthcaritaschc.com > For Providers > Pharmacy services.

Prior authorization request by:

Phone: 1-866-674-8720

Fax: 1-855-851-4058

Online: www.amerhealthcaritaschc.com > For Providers > Pharmacy services

Where can I see the changes?

The 2021 PDL is available on DHS' Pharmacy website and at <https://papdl.com/>. Additional resources, including our supplemental formularies, are available at www.amerhealthcaritaschc.com > For Providers > Pharmacy services.



Formulary updates

Additions	Update
Cyclopentolate 1% eye drops	October 15, 2020
Tivicay PD tablet	January 5, 2021
Prazosin	January 5, 2021
Estrogens (various; see PDL for full listing)	January 5, 2021
Virt-Gard	January 5, 2021
Droxia	January 5, 2021
Hydroxyurea	January 5, 2021
Benzoyl peroxide 6% cleanser (OTC)	January 5, 2021
Nayzilam spray	January 5, 2021
Valtoco spray	January 5, 2021
Compro suppository	January 5, 2021
Calcipotriene ointment	January 5, 2021
Taclonex ointment, Taclonex suspension	January 5, 2021
Betaxolol	January 5, 2021
Nadolol	January 5, 2021
Oral contraceptives (various; see PDL for full listing)	January 5, 2021
Insulins (Humulin R vial U-100, Novolin R vial, Humulin N vial, Novolin N vial)	January 5, 2021
Rapamune tablet	January 5, 2021
Gatifloxacin	January 5, 2021
Polycin ointment	January 5, 2021

Additions	Update
Alphagan P	January 5, 2021
Pretab	January 5, 2021
Fluphenazine elixir AR	January 5, 2021
Fluphenazine oral concentrate solution AR	January 5, 2021
Lorazepam vial AR	January 5, 2021
Pregabalin solution QL	January 5, 2021
Sertraline concentrate solution QL	January 5, 2021
Bonjesta tablet QL	January 5, 2021
Fyavolv tablet QL	January 5, 2021
Jinteli tablet QL	January 5, 2021
Ozempic QL	January 5, 2021
Nurtec ODT QL	January 5, 2021
Glatopa QL	January 5, 2021
Naproxen sodium 275 mg tablet (generic Anaprox tablet) QL	January 5, 2021
Naproxen sodium DS 550 mg tablet (generic Anaprox DS tablet) QL	January 5, 2021
Calcium acetate tablet QL	January 5, 2021
Benzhydrocodone-acetaminophen QL	January 5, 2021
Lorcet HD QL	January 5, 2021
Tramadol-acetaminophen tablet QL, AR	January 5, 2021
Promethazine suppository QL, AR	January 5, 2021

Formulary updates (continued)

Removals	Update
Propantheline 15 mg oral tablet	December 12, 2020
Dicyclomine 10 mg/5 mL oral solution	December 12, 2020
Chlorpheniramine 2 mg/5 mL syrup	December 12, 2020
Zostavax	December 12, 2020
Pretomanid	December 12, 2020

Updates	Update
Triamcinolone (Nasacort allergy 24-hour spray OTC): QL 16.9 mL per 30 days	October 5, 2020
Hydroxychloroquine: QL and durations of therapy have been removed	October 7, 2020
Glucagon emergency kits: QL two kits per 30 days	December 12, 2020
Methergine (methylergonavine tablet): QL 28 tablets per seven days	December 12, 2020

AR = age restriction. QL = quantity limit.

Pharmacy prior authorization: no phoning or faxing — just a click away!

Use our online prior authorization request form to submit pharmacy prior authorization requests instantly. To get started, go to: www.amerihhealthcaritaschc.com > For Providers > Pharmacy services > Pharmacy prior authorizations > Online prior authorization request form.

Please note that the following is available on our website:

- A list of pharmaceuticals, including restrictions and preferences.
- How to use the pharmaceutical management procedures.
- An explanation of limits or quotas.
- Drug recalls.
- How to use pharmaceutical management procedures.
- Prior authorization criteria and procedures for submitting prior authorization requests.
- Changes approved by the Pharmacy and Therapeutics Committee.





Did you know your patients are eligible for dentures?

AmeriHealth Caritas PA CHC dental benefits include complete dentures, partial dentures, relines, repairs, and adjustments. There are different authorization requirements and limitations based on the Participant's age.

- The full benefit of dentures is realized in a full, happy smile and healthy gums. Dentures can help improve speech, mastication, self-confidence, and appearance. Unfortunately, three to seven appointments later, the outcome may not necessarily be a happy one.
- To achieve successful treatment, it is vital to consider a number of issues throughout the denture process. Before treatment even begins, the patient's motivation for denture treatment and emotional attitude toward dentures must be evaluated. Setting realistic expectations of what can and cannot be achieved is key, so the dentist can understand what the patient really wants. The patient should be informed and reminded that there will be a period of time required for adapting to the new prosthesis. Afterward, the dentist must work with the patient to help achieve success in difficult areas such as neuromuscular control, mastication, and speech. Even the best dentures will require some getting used to.

Note: Dentures are limited to one per arch every five years.

Prior authorization is required.

Please refer to the provider supplement for additional information including clinical guidelines.

Our Participants are encouraged to return to the dental office, share their concerns, and continue to work collaboratively toward a favorable, realistic outcome.

Update: Teledentistry billing for dental providers during the COVID-19 emergency

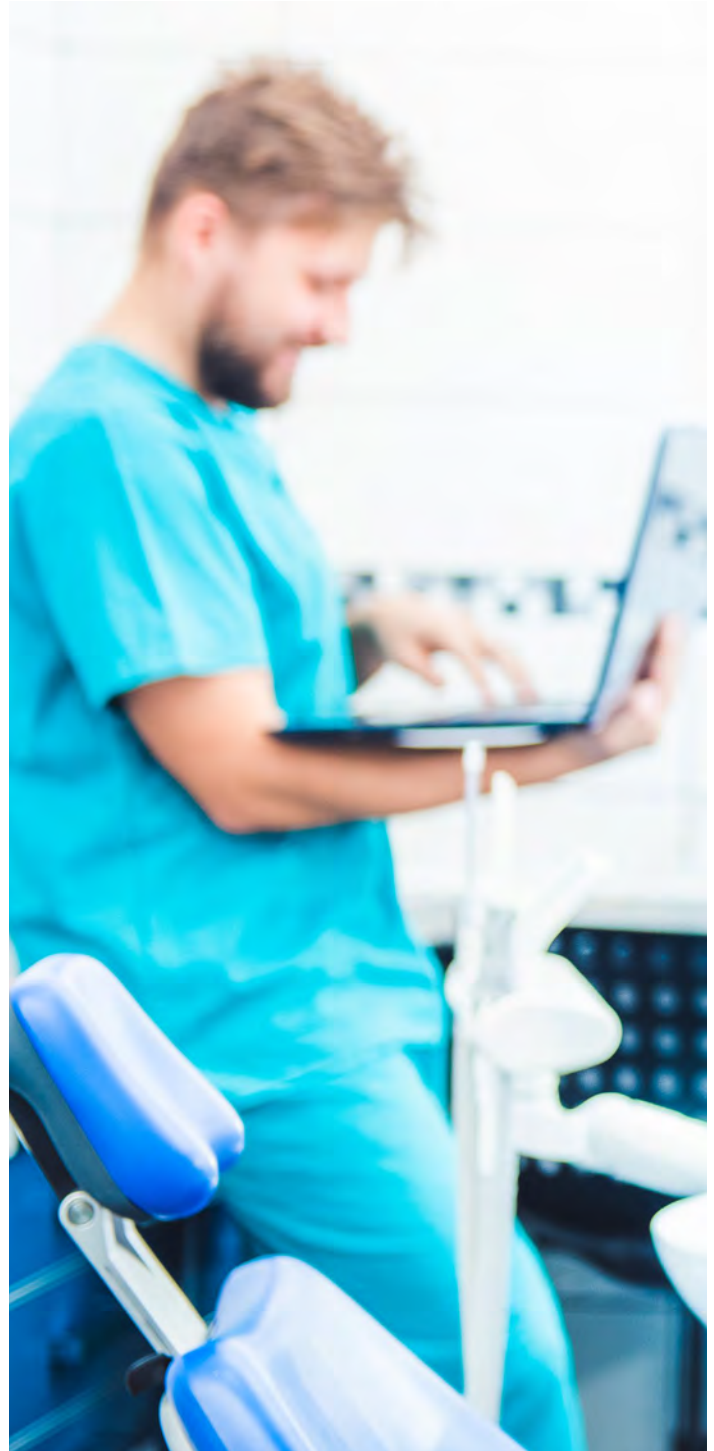
As you know, in March 2020, Governor Wolf issued an emergency disaster declaration in response to the presence of COVID-19 in Pennsylvania. The guidance encouraged the use of teledentistry when available. AmeriHealth Caritas PA CHC would like to provide you with a billing update as well as reminders of the current guidelines.

New: Place of Service (POS) 02 – Telehealth can now be used for teledentistry encounters

The following guidelines still remain in effect:

- Procedure code D9995, defined as “Teledentistry - synchronous” has been added to the Plan’s dental fee schedule payable at \$5. One per Participant per 14 days per provider.
- Procedure code D0140, defined as “Limited oral evaluation - problem focused” has been added to the Plan’s dental fee schedule payable at \$30 or your currently contracted rate. One per Participant per 14 days per provider.
- Place of Service (POS) 02 is to be used in conjunction with the codes above and it should be documented in the patient’s record that the service was rendered via teledentistry.
- Federally qualified health centers (FQHCs) and rural health clinics (RHCs) will be paid their prospective payment system (PPS) rate and are to bill procedure code T1015 to indicate dental visits/encounters rendered via teledentistry.

The codes listed above are applicable to patients who are experiencing true emergencies related to pain, infection, excessive bleeding, and trauma. Additionally, the codes are applicable to inbound calls only generated by a Participant or a return call to evaluate for urgent or emergent status. Outreach calls are not eligible for reimbursement. If you have any questions, please contact your dental Account Executive.

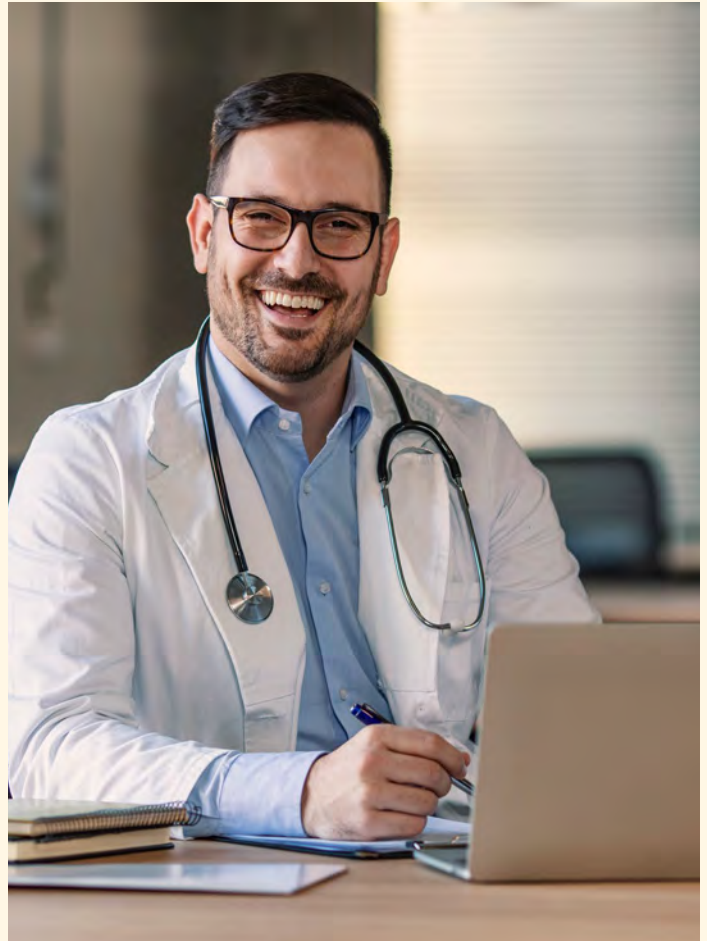


Provider Services department

The AmeriHealth Caritas PA CHC Provider Services department operates in conjunction with the Provider Network Management department, addressing provider concerns and offering assistance. Both departments make every attempt to ensure all providers receive the highest level of service available.

AmeriHealth Caritas PA CHC Provider Services can be reached 24 hours a day, seven days a week. Call them at **1-800-521-6007** to:

- Verify Participant eligibility/benefits.
- Request forms or literature.
- Ask policy and procedure questions.
- Report Participant noncompliance.
- Obtain the name of your Account Executive.
- Request access to centralized services such as:
 - Outpatient laboratory services.
 - Behavioral health services.
 - Dental services.
 - Vision.



Electronic visit verification (EVV) implementation

We want to remind our HCBS providers that AmeriHealth Caritas PA CHC fully implemented EVV requirements on January 1, 2021, in compliance with federal and state requirements.

Claims billed by HCBS providers with codes W1793 (PAS) and T1005 (respite) for dates of service on or after January 1, 2021, without matching EVV transaction information will be denied.

- HCBS providers can select their own vendor or use HHAExchange.
- If providers choose to use an alternate vendor, the vendor must send all EVV data to HHAExchange.
- All alternate vendor data files must be compliant with the Office of Long-Term Living (OLTL) requirements.
- Providers can access additional EVV information at <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx> and on our website at <https://www.amerihealthcaritaschc.com/provider/training/index.aspx>.

Questions?

Please contact your Account Executive.

Covered benefits and services

All Participants are entitled to the physical health benefits and services provided under the Pennsylvania Community HealthChoices program. Additionally, Participants who qualify as nursing facility eligible (NFE) through DHS are eligible to receive LTSS HCBS benefits and services.

The chart below outlines covered services for AmeriHealth Caritas PA CHC Participants. This list can also be found on our website at www.amerihhealthcaritaschc.com > For Providers > Resources > Participant information.

CHC covered physical health services	
Category	Category
<p>Inpatient hospital services</p> <ul style="list-style-type: none"> Inpatient acute hospital Inpatient rehab hospital <p>Outpatient hospital clinic</p> <ul style="list-style-type: none"> Outpatient hospital clinic Outpatient hospital short procedure unit Federally qualified health center/ rural health clinic <p>Other laboratory and X-ray services</p> <ul style="list-style-type: none"> Laboratory Radiology (e.g., X-rays, MRIs, CTs) <p>Nursing facility services</p> <p>Family planning clinic services and supplies</p> <p>Physician services</p> <p>Primary care provider</p> <ul style="list-style-type: none"> Physician services and medical and surgical services provided by a dentist <p>Medical care and any other type of remedial care</p> <ul style="list-style-type: none"> Podiatrist services Optometrist services Chiropractor services <p>Home health services</p> <ul style="list-style-type: none"> Home health care, including nursing, aide, and therapy Medical supplies Durable medical equipment (DME) Therapy (physical, occupational, speech) <p>Definitions for physical health services are available at the Pennsylvania Medicaid State Plan at http://www.dhs.state.pa.us/publications/medicaidstateplan/</p>	<p>Clinic services</p> <ul style="list-style-type: none"> Independent clinic Maternity-physician, certified nurse midwives, birth centers Renal dialysis services Ambulatory surgical center (ASC) services <p>Dental services</p> <p>Physical therapy, occupational therapy, and services for individuals with speech, hearing, and language disorders</p> <ul style="list-style-type: none"> Prescribed drugs, dentures, and prosthetic devices; eyeglasses prescribed by a physician skilled in diseases of the eye or by an optometrist Prescribed drugs Dentures Prosthetic devices Eyeglasses <p>Diagnostic, screening, preventive, and rehabilitative services</p> <ul style="list-style-type: none"> Tobacco cessation Therapy (physical, occupational, speech) — Rehabilitative <p>Certified registered nurse practitioner services</p> <p>Any other medical care and any other type of remedial care recognized under state law, specified by the Secretary</p> <ul style="list-style-type: none"> Ambulance transportation Non-emergency medical transport Emergency room <p>Hospice care</p> <p>Limited abortions*</p>

(continued on page 14)

Covered benefits and services (continued from page 13)

CHC LTSS Benefits		
Nursing facility services		
Exceptional DME for CHC Participants residing in nursing facilities		
HCBS		
Adult daily living	Home adaptations	Physical therapy
Assistive technology	Home-delivered meals	Residential habilitation
Behavior therapy	Home health aide	Respite
Benefits counseling	Occupational therapy	Specialized medical equipment and supplies
Career assessment	Participant-directed community supports	Speech and language therapy
Cognitive rehabilitation	Participant-directed goods and services	Structured day habilitation
Community integration	Nutritional consultation	Telecare
Community transition services	Personal assistance services	Vehicle modifications
Counseling	Personal emergency response system	
Employment skills development	Pest eradication	
Financial management services		

Attention HCBS providers: Do we have your email address?

We need your current email address to get provider updates to you more quickly and efficiently. If you are not already receiving provider update emails, be sure to give your Account Executive an email address for your practice. This will keep you in the know about AmeriHealth Caritas PA CHC!

Demographics changes

If you have recently moved your office, changed your phone number, or changed any other demographic information, please let your Account Executive know by completing and sending them the Provider Change Form, available at <https://www.amerihealthcaritaschc.com/assets/pdf/provider/ltss-change-form.pdf>. Please include your W-9 if you are making any primary or tax address changes.



Fraud tip hotline

If you or any entity with which you contract to provide health care services on behalf of AmeriHealth Caritas PA CHC becomes concerned about or identifies potential fraud or abuse, please contact us by:

Calling the toll-free fraud, waste, and abuse hotline at **1-866-833-9718**.

Emailing fraudtip@amerihealthcaritas.com.

Mailing a written statement to:

Special Investigations Unit
AmeriHealth Caritas Pennsylvania Community HealthChoices
200 Stevens Drive
Philadelphia, PA 19113

For more information about Medical Assistance fraud and abuse, please visit the DHS website at <https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Fraud-and-Abuse---General-Information.aspx>.



Explore our fraud, waste, and abuse website

AmeriHealth Caritas PA CHC is committed to detecting and preventing acts of fraud, waste, and abuse. We have a webpage dedicated to addressing these issues and mandatory screening information. Visit www.amerihealthcaritaschc.com > **For Providers > Resources > Fraud, waste, abuse, and mandatory screening information.**

Topics on the site include:

- Information on screening employees for federal exclusion.
- How to report fraud to AmeriHealth Caritas PA CHC.
- How to return improper payments or overpayments to us.
- Information on mandatory provider fraud, waste, and abuse training.

Providers must take our mandatory fraud, waste, and abuse provider training online at www.amerihealthcaritaschc.com > **For Providers > Resources > Fraud, waste, abuse, and mandatory screening information.**

Note: After you have completed the training, please complete the attestation.





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