



Delivering the Next **Generation** of Health Care

Connecting person to person.

Building healthier communities.

Maximizing effective approaches to care.

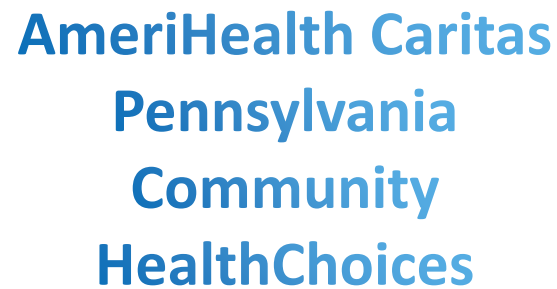
Partnering long-term with customers.



**CARE IS THE HEART
OF OUR WORK**SM

AmeriHealth Caritas

Community HealthChoices (CHC): Southwest
Provider Forums July 24 – 27, 2017

The logo for AmeriHealth Caritas Pennsylvania Community HealthChoices is centered within a blue-bordered box. The text is arranged in four lines, with each line containing a single word or phrase in a bold, blue, sans-serif font. The words are: AmeriHealth, Caritas, Pennsylvania, Community, HealthChoices.

**AmeriHealth Caritas
Pennsylvania
Community
HealthChoices**

Committed.

Connecting more than 5 million members with critical, high-quality health care services in 17 states and District of Columbia.

Rooted.

We have been a partner in Pennsylvania for more than 30 years.

CHC Leadership Team.

Pattie Wright – Administrator

Kathy Gordon, RN – Director of LTSS

Chris Bruette – Director of LTSS Network

Steve Orndorff – Director of PH Network

Jen Rogers – Director of Service Coordination

Tiffany Earle, LCSW – Manager, Community Well Duals

Together our team has extensive experience and knowledge in implementation and management of Medicaid, Medicare, LTSS and Waiver services.

Our leadership staff is fully supported by a team of talented individuals in our Philadelphia, Harrisburg and our new Pittsburgh offices.

Managing Care for Our LTSS and Community Well Dual Participants

Managed LTSS (MLTSS)

Service Coordinator for NFCE (Nursing Facility Clinically Eligible)

Service Coordinator's role is personal with face-to-face contact to:

- Help Participants navigate the system and **coordinate their care**
- Be the **single point of contact** for Participants
- Provide information to the Participants, Supports, and Providers
- **Facilitate needed access**, location, coordination and monitoring services and supports

Community Well Duals (CWD)

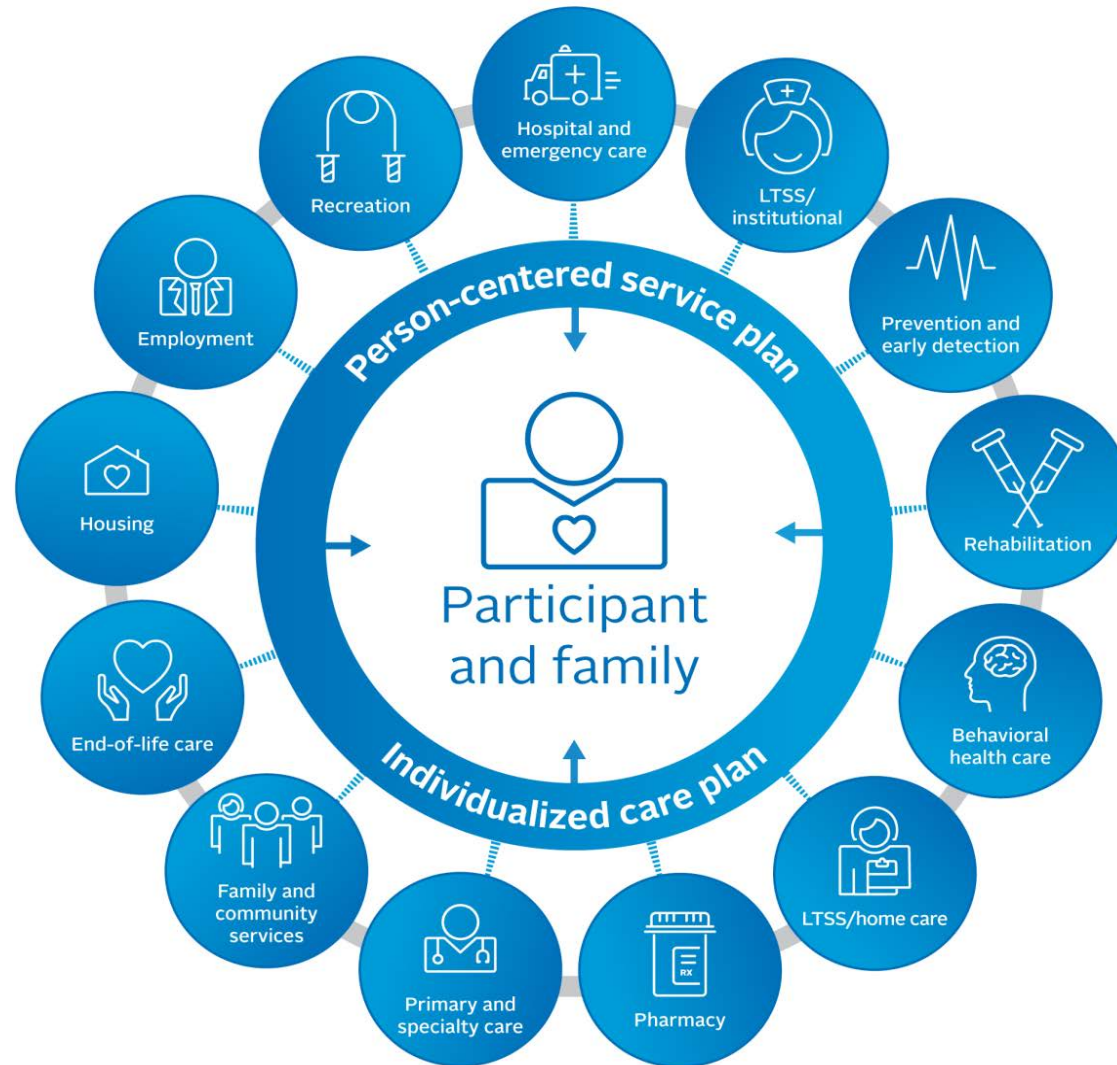
Care Coordination for the Community Well Duals (Nursing Facility Ineligible)

Care Coordinator's role with the CWD participants is to:

- Screen and **identify** CWD participants who may have unmet needs
- **Refer** CWD participants for possible LTSS enrollment
- **Provide active coordination** during acute/episodic changes in health
- Facilitate needed access, location and **coordinating care** with Medicare and Medicaid providers and benefits

Person-centered approach to participant care

Integrated health care management programs address participants' comprehensive needs



Our multifaceted approach addresses the needs of participants connecting them with health and LTSS services to maximize independence. Our approach includes:

- **Engaging, educating, and empowering participants** to actively participate in improving their health outcomes.
- Ensuring services and supports are **consumer-directed and family focused**.
- Involving **participants, caregivers, providers, behavioral health care, and representatives from the housing, employment and social service systems** in the care planning and management process.
- Using community-based services to avoid or delay institutional care, supporting members who desire to **remain in a home- and community-based setting**.

Provider Support and Partnership: Provider Network Account Executives

- AmeriHealth Caritas Provider Network Account Executives have experience with both physical health and LTSS services. They function as a provider relations team to support, advise and educate our providers.
- Committed to providing education and on-site support on the claims process to ensure prompt payment for rendered services.
- The Account Executives will provide training and education for all providers pre- and post- implementation through:
 - Face to Face individuals meetings at your location(s)
 - Provider forums
 - Webinars
 - Association-hosted meetings

Provider Contracting

- Agreements have been mailed
 - Contracting with any willing provider
 - All providers must be enrolled with MA under provider type 59 for HCBS and provider type 03 for Nursing Facilities.
 - Provider must also have a current, active service location extension for each office and specialty
 - Home and Community Based Services
 - Service Coordination Entities
 - Transportation, Meals etc.
 - Nursing Facility
 - Please submit all requests and documents to the dedicated CHC provider mailbox
-

Dedicated CHC Provider Mailbox

- Dedicated mailbox for CHC providers
- Submit questions to AmeriHealth Caritas
- Submit requests to join the AmeriHealth Caritas network

CHCPROVIDERS@amerihealthcaritas.com

More than
30 YEARS
of making
care the **heart**
of our **work.**



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OF OUR WORKSM**

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