

## Table of Contents

**A message from the Market President .....2**

**General updates .....3**

- AmeriHealth Caritas DC to manage prior authorization requests..... 3
- Community Partners Program..... 4
- Encourage your patients to take the 2024 CAHPS survey ..... 4
- Improving the collection of social determinants of health (SDOH) data ..... 5
- Submission of electronic documentation..... 5
- Flu, COVID-19, and RSV vaccinations.....6

**Behavioral health updates .....7**

- Headspace Care ..... 7

**Dental updates.....7**

- Continuing education for the AmeriHealth Caritas DC Inclusive Dental program ..... 7
- Periodontal services referrals to Howard University College of Dentistry ..... 7

**Pharmacy updates .....8**

- Humira conversion.....8

**Important reminders.....8**

- Twice by Two: Lead poisoning prevention .....8
- Prenatal and postpartum telehealth visits ..... 9
- AmeriHealth Caritas DC programs at a glance..... 10
- Enrollee rights and responsibilities..... 10





# A message from the Market President

## Ten years strong

A foundation of the District of Columbia's Medicaid program for the past 10 years, AmeriHealth Caritas District of Columbia (DC) aims to create a healthier D.C. for all. By expanding access to health services, AmeriHealth Caritas DC continues to make a difference in the lives of those who need our support the most.

Medicaid transformed healthcare when it was signed into law more than 50 years ago, and it remains an essential component of the U.S. healthcare system today, providing coverage for millions of Americans. The district has some of the nation's most expansive and generous Medicaid eligibility guidelines, which contribute to improved health outcomes for nearly half of the city's residents.

It is up to us — the Medicaid community — to help ensure that the people who need this benefit keep their coverage so they can stay healthy and thrive.

As I am sure you already know, all Medicaid enrollees were required to renew health coverage for themselves and/or their families at some point beginning in May 2023 and continuing through June 2024, depending on their scheduled renewal through the district's Department of Health Care Finance (DHCF). A different cohort of enrollees is scheduled for renewal each month.

I am calling on all medical providers to help us encourage enrollees to take steps to renew their coverage so that they and their families continue to have their healthcare needs met.

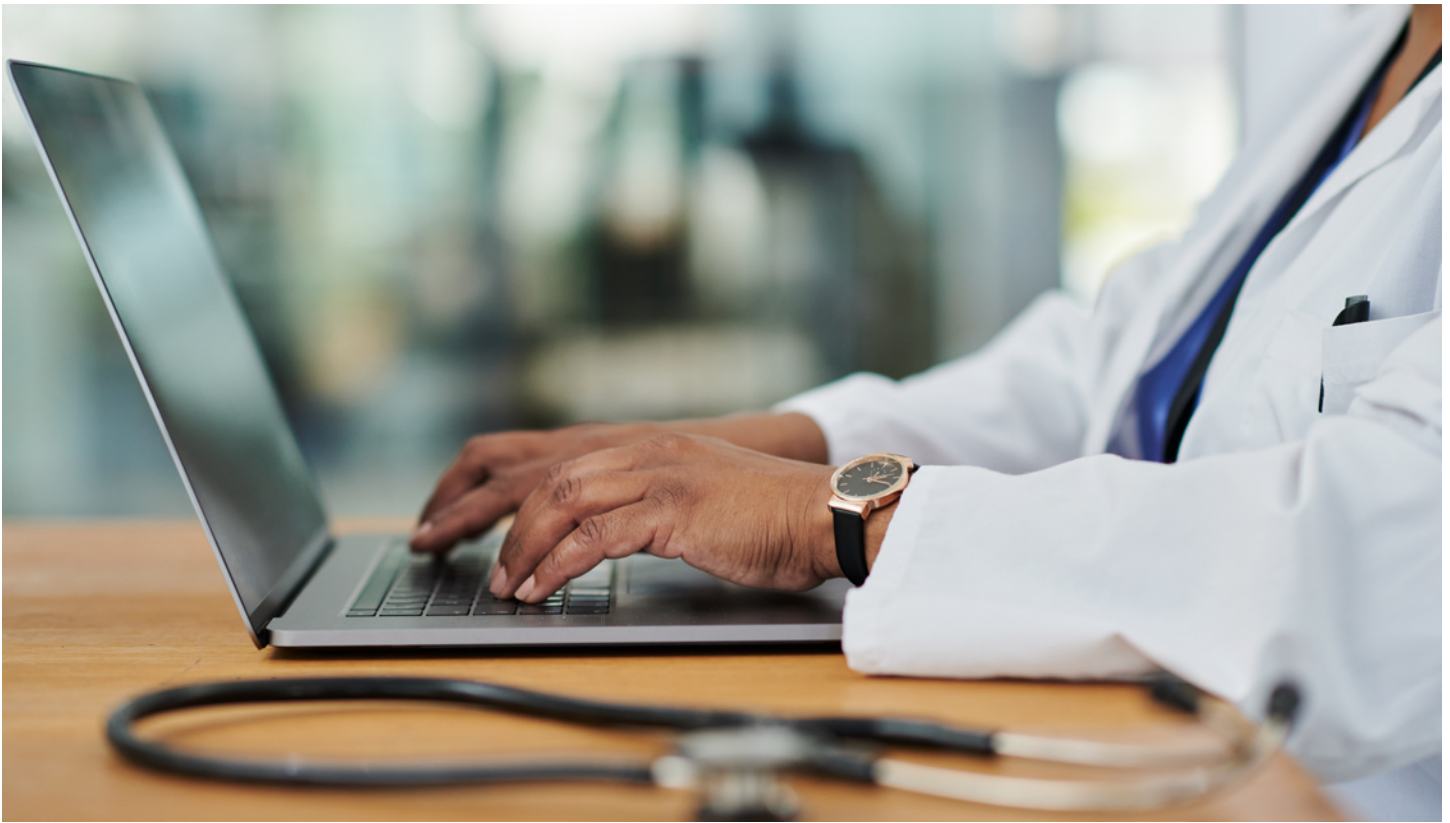
Enrollees must create an account on [District Direct](#) and report any changes to their household information as soon as possible so DHCF can send the required forms when it is time for enrollees to renew their coverage. If DHCF cannot reach an enrollee because of incorrect contact information, the enrollee risks losing their health insurance.

AmeriHealth Caritas DC is committed to ensuring every district resident has access to quality healthcare and educational opportunities, but making this goal a reality requires a collective effort. As AmeriHealth Caritas DC celebrates 10 years of serving our community, our biggest priority must be to encourage residents to act now so they keep their health insurance coverage. Their health and well-being depend on it.

Sincerely,

A handwritten signature in black ink that reads "Karen M. Dale".

Karen Dale, Market President, AmeriHealth Caritas District of Columbia  
Chief Diversity, Equity, and Inclusion Officer, AmeriHealth Caritas Family of Companies



## General updates

### AmeriHealth Caritas DC to manage prior authorization requests

Effective January 12, 2024, AmeriHealth Caritas DC will be the single point of contact for all new prior authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests previously managed by eviCore healthcare. Any such authorization requests submitted to eviCore healthcare before midnight on January 11, 2024, for selected services or items outlined on our [website](#) will be processed by eviCore healthcare. To help ensure a smooth transition of the management of prior authorization requests, we ask that providers refrain from submitting duplicate requests to eviCore and AmeriHealth Caritas DC.

To verify whether a service or item requires prior authorization, use the [prior authorization lookup tool](#) on our website. Please remember, the results of this tool are not a guarantee of coverage or authorization. If you do not see the service you are seeking, please contact **Utilization Management** at **202-408-4823** or **1-800-408-7510**.

**Beginning January 12, 2024, all new prior authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests for services provided prior to January 12 should be submitted directly to AmeriHealth Caritas DC in one of the following ways:**

- **The fastest way to submit prior authorizations is electronically, via Medical Authorizations in [NaviNet](#).**
- **By calling the AmeriHealth Caritas DC Utilization Management department at 202-408-4823 or 1-800-408-7510 between 8:00 a.m. to 5:30 p.m., Monday to Friday.**
- **By faxing a completed [Prior Authorization Request form](#) to 202-408-1031 or 1-877-759-6216.**

The AmeriHealth Caritas DC prior authorization webpage and lookup tool will be updated with instructions and guidelines for submitting standard and urgent requests. If you have questions about this communication, please contact your Provider Account Executive or Provider Services at **202-408-2237** or **1-888-656-2383**.



## Community Partners Program

AmeriHealth Caritas DC launched the Community Partners Program to improve patient health, reduce unnecessary costs, and promote accountable care. This value-based program is the first in the district that focuses on offering Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) visits.

The Community Partners Program reaffirms AmeriHealth Caritas DC's commitment to helping ensure that children and young adults are seen by their provider every year. The EPSDT Medicaid benefit is critical to making sure that enrollees younger than age 21 receive quality healthcare, including preventive, dental, developmental, specialty, and mental health services.

The program contains both quality and cost-efficiency incentives, built to engage physicians and payers in achieving the shared goal of positive patient outcomes and economic stewardship. A web-based provider dashboard portal promotes transparency, collaboration, and self-service reporting.

As we partner with providers and leaders in the community, AmeriHealth Caritas DC believes we can all better serve children and families.

## Encourage your patients to take the 2024 CAHPS survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey offers enrollees an opportunity to provide feedback on their experiences with AmeriHealth Caritas DC and its providers, as well as the healthcare services they have received. In the coming months, SPH Analytics, on behalf of AmeriHealth Caritas DC, will invite a random selection of enrollees to complete the 2024 annual satisfaction survey.

Please tell your patients to keep an eye out for the CAHPS survey this spring, and encourage those who receive the survey to complete it. Assure them that their survey responses will remain completely anonymous. Results from the CAHPS survey inform our programs and services and enable us to better serve our enrollees. Survey scores are reported to the public and contribute to our National Committee for Quality Assurance (NCQA) score.

Survey questions include, but are not limited to, an enrollee's views on their:

- Ability to get necessary care and treatment
- Access to their primary care provider (PCP) or a specialist
- Interactions with customer service
- Experiences with the helpfulness of health plan information

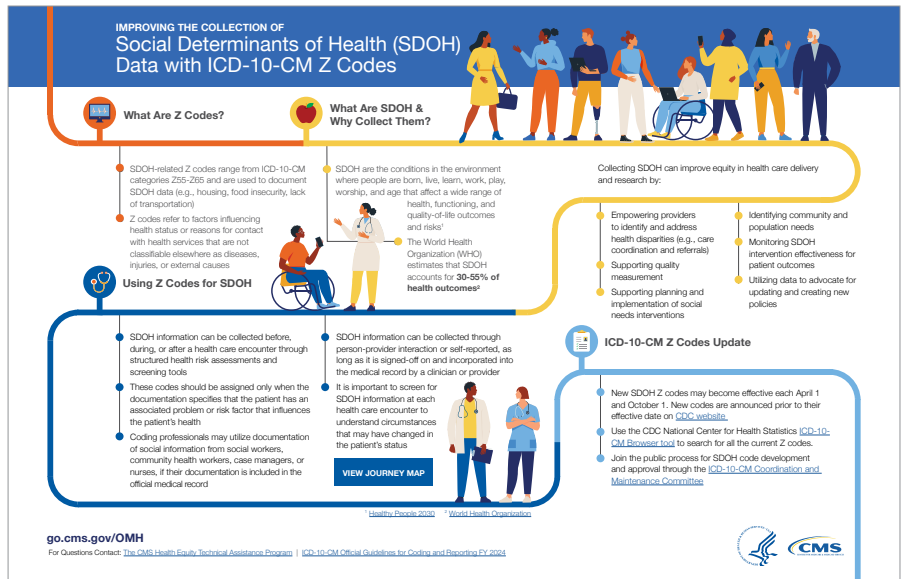
The survey that enrollees receive will not read "Consumer Assessment of Healthcare Providers and Systems" or "CAHPS." The identifying marks will be the AmeriHealth Caritas DC logo on the survey itself and "SPH Analytics" (our vendor) on the envelope.

Thank you for your continued support for and commitment to caring for our enrollees.

# Improving the collection of social determinants of health (SDOH) data

At AmeriHealth Caritas DC, we put our enrollees and our families first. We work to improve not only their health, but also the economic and social issues that can act as a barrier to proper care. These factors, known as the social determinants of health, include nutritious food, access to care, safe housing, reliable transportation, and community supports.

Health care providers who serve our enrollees are uniquely positioned to identify and address SDOH. SDOH-related Z codes range from ICD-10-CM categories Z55 – Z65 and are used to document SDOH data. Refer to this [infographic](#) from the Centers for Medicare & Medicaid Services to learn more about how to improve the collection of SDOH data with ICD-10-CM Z codes.



## Submission of electronic documentation

AmeriHealth Caritas DC is pleased to announce added functionality for network providers to submit electronic attachments (275 transactions) to support a medical claim via Change Healthcare, our electronic data interchange clearinghouse.

This functionality expands the options for providers to share supplemental documents that include additional patient medical information that cannot be accommodated within the ANSI ASC X12 837 claim format. Certificates of medical necessity, discharge summaries, and operative reports to support healthcare claims adjudication are common attachments that can be submitted.

AmeriHealth Caritas DC providers will submit 275 transactions using:

**Payer name:** AmeriHealth Caritas DC  
**Payer ID:** 77002

In addition, the following 275 claims attachment report codes have been added. When submitting an attachment, use the applicable code in Field #19 of the CMS-1500 Claim Form or Field #80 of the UB-04 Claim Form, as documented in the Provider Claims and Billing Manual that can be found on the AmeriHealth Caritas DC website at [www.amerihhealthcaritasdc.com/pdf/provider/billing-manual.pdf](http://www.amerihhealthcaritasdc.com/pdf/provider/billing-manual.pdf).

Attachment type	Claim assignment attachment report code
Itemized bill	03
Medical records for HAC review	M1
Single case agreement (SCA)/LOA	04
Advanced beneficiary notice (ABN)	05
Consent form	CK
Manufacturer suggested retail price/invoice	06
Electric breast pump request form	07
CME checklist consent forms (child medical eval.)	08
EOBs – for 275 attachments should only be used for non-covered or exhausted benefit letter	EB
Certification of the decision to terminate pregnancy	CT
Ambulance trip notes/run sheet	AM

Please note that AmeriHealth Caritas DC providers may also continue to submit documentation by mail to the following address:

AmeriHealth Caritas DC  
Attn: Claims Processing Department  
P.O. Box 7342  
London, KY 40742



## Flu, COVID-19, and RSV vaccinations

For the 2023 – 2024 season, the Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older receive the [flu vaccine](#) and the updated [COVID-19 vaccine](#) as soon as they can. People should get vaccinated to protect themselves from the flu every season, with rare exceptions; this is particularly important for people who are at higher risk for developing serious flu complications.

The virus that causes COVID-19 is always changing, and protection from COVID-19 vaccines declines over time. Receiving an [updated COVID-19 vaccine](#) can restore a person's existing protection and enhance the protection against the variants currently responsible for most infections and hospitalizations in the United States.

The vaccination recommendations include people who are [pregnant](#), breastfeeding, currently trying to get pregnant, or planning to become pregnant. [Studies](#) conducted throughout the COVID-19 pandemic indicate that it is safe to get both a flu vaccine and a COVID-19 vaccine during the same visit.

The CDC also recommends that [adults 60 years of age and older](#) speak with their PCP to determine if they should get the vaccine for the respiratory syncytial virus, or RSV. Adults at highest risk for severe RSV infection include:

- Older adults
- Adults with chronic heart or lung disease
- Adults with weakened immune systems
- Adults with certain other underlying medical conditions
- Adults living in nursing homes or long-term care facilities

The CDC and the American College of Obstetricians and Gynecologists recommend a single dose of the maternal RSV vaccine for [pregnant individuals](#) between 32 and 36 weeks of their pregnancy. Additionally, [infants](#) younger than 8 months of age who were born during or are entering their first RSV season should receive the RSV vaccine in the following circumstances:

- The mother did not receive the RSV vaccine during her pregnancy.
- The mother's RSV vaccination status is unknown.
- The infant was born within 14 days of the mother receiving an RSV vaccine.

Some children between ages 8 months and 19 months who are at increased risk for severe RSV and entering their second RSV season should also get the vaccine.

The flu, updated COVID-19, and RSV vaccines are available at no cost to all AmeriHealth Caritas DC enrollees. Please encourage your patients to get vaccinated.



## Behavioral health updates

### Headspace Care

Ginger, the mental health benefit of AmeriHealth Caritas DC, provides enrollees with a full array of services, including text-based coaching, psychotherapy, and psychiatry at the touch of their fingerprints. Please note that effective October 31, 2023, this program has a new name: Headspace Care. The app may look a little different, but the experience of timely, high-quality, culturally competent care will not change.

Enrollees will still see all of the same features and can schedule a text chat with a coach when they need mental health support. They will continue to have access to the care they need when they need it most. Enrollees ages 21 and older can download the Headspace Care app from the Google Play or Apple App Store. As of October 1, 2023, enrollees also have the option to text an emotional support coach in Spanish.

View our [Mental Wellness Programs and Resources guide](#) to learn more about Headspace Care and the additional mental wellness resources and programs that are available to enrollees.

## Dental updates

### Continuing education for the AmeriHealth Caritas DC Inclusive Dental program

On September 30, 2023, dental providers were invited to join AmeriHealth Caritas DC for a virtual presentation on dental treatment for enrollees with disabilities. Continuing education (CE) credit was offered for participants.

The event included the following presentations:

- Dental Treatment Planning and Guidance for Patients With Disabilities
  - Presented by Sydnee Chavis, DDS (Clinical Assistant Professor, University of Maryland School of Dentistry)
- Dental Care for People With Disabilities — If Not You, Who?
  - Presented by Steven Perlman, DDS, MScD, DHL (Clinical Professor of Pediatric Dentistry, Boston University Goldman School of Dental Medicine)
- “A Day in the Life” ... Awareness, Adversity, Advocacy, AMAZING!
  - Presented by Barbie Vartanian (Director, Oral Health Advocacy and Policy Initiatives, New York University College of Dentistry)
- Dental Caries Risk and Minimally Invasive Dentistry
  - Presented by Allen Wong, DDS, EdD, DABSCD (Professor and Director of the Hospital Dentistry Program, University of the Pacific Arthur A. Dugoni School of Dentistry)

Refer to the guide [Supporting the Oral Health of Enrollees With Special Needs](#) to learn more about benefits available to our enrollees, and stay tuned for upcoming educational opportunities!

### Periodontal services referrals to Howard University College of Dentistry

AmeriHealth Caritas DC has collaborated with the Howard University College of Dentistry (HUCD) to provide periodontal services for the AmeriHealth Caritas DC dental provider network.

HUCD requires network dental providers to complete a form to make referrals. Please direct any questions to the HUCD Referrals Coordinator at **202-806-0224** or email [bisondentalcare@howard.edu](mailto:bisondentalcare@howard.edu).

## Pharmacy updates

### Humira conversion

As of September 5, 2023, HADLIMA (adalimumab-bwwd) and adalimumab-fkjp (unbranded Hulio) are part of the AmeriHealth Caritas DC formulary. Both will pay at point of sale without a prior authorization requirement. The U.S. Food and Drug Administration's National Drug Codes are listed below.

HADLIMA (adalimumab-bwwd)

- Hadlima PushTouch Auto-injector 40 mg/0.4 mL
  - 78206018799
- Hadlima PushTouch Auto-injector 40 mg/0.8 mL
  - 78206018401
- Hadlima Prefilled Syringe 40 mg/0.4 mL
  - 78206018601
- Hadlima Prefilled Syringe 40 mg/0.8 mL
  - 78206018301

Adalimumab-fkjp (unbranded Hulio)

- Adalimumab-fkjp Auto-injector 40 mg/0.8 mL
  - 49502041602
  - 49502041606
- Adalimumab-fkjp Prefilled Syringe 20 mg/0.4 mL
  - 49502041702
  - 49502041706
- Adalimumab-fkjp Prefilled Syringe 40 mg/0.8 mL
  - 49502041802
  - 49502041806

Effective October 16, 2023, Humira is no longer a preferred agent, and enrollees should switch to HADLIMA (adalimumab-bwwd) or adalimumab-fkjp (unbranded Hulio).

If you have questions, please call PerformRx Pharmacy Services at **1-888-602-3741**.



### Important reminders

## Twice by Two: Lead poisoning prevention

Lead poisoning can have severe and lasting effects, especially in children — but it is preventable. Exposure to lead can seriously harm a child's health, such as by damaging the brain and nervous system, slowing growth and development, and causing learning and behavior issues and hearing and speech problems.<sup>1</sup>

Lead poisoning remains a serious health concern in the district. Children can be exposed when they come in contact with lead-contaminated paint, dust, soil, or water. For this reason, district law requires children to be tested for lead poisoning twice by the age of 2: first between ages 6 months and 14 months and a second time between ages 22 months and 26 months.<sup>2</sup> A blood lead test is the best way to determine whether a child has been exposed to lead, and early detection and intervention can make a significant difference in a child's future.

Preventing and addressing lead poisoning are shared responsibilities, and we urge you to remind patients to test their children "twice by two." Additionally, educate patients about lead sources, exposure risks, and prevention strategies. Simple actions such as getting regular cleanings, maintaining a nutritious diet, and avoiding potential lead sources can help protect children's health.

1. "Preventing Lead Exposures in Children," Centers for Disease Control and Prevention, October 24, 2022, <https://www.cdc.gov/nceh/features/leadpoisoning/index.html#:~:text=This%20occurs%20on%20doors%2C%20windowsills,and%20hearing%20and%20speech%20problems.>

2. "Every Child. Twice By Two," District of Columbia, Department of Energy & Environment, <https://doee.dc.gov/twicebytwo>.





## Prenatal and postpartum telehealth visits

AmeriHealth Caritas DC is aware that in-person appointments can be challenging for some patients with competing health and social priorities. Although in-person office visits are ideal, prenatal and postpartum telehealth visits can be a solution for helping to ensure a patient receives both prenatal and postpartum assessments without being burdened by in-person visits.

Any of the following may be used as evidence that a patient has received prenatal care:

- Documentation indicating the patient is pregnant or references to the pregnancy. Examples include:
  - A standardized prenatal flow sheet
  - The patient’s last menstrual period, estimated due date, or gestational age
  - A positive pregnancy test result
  - Gravidity and parity
  - Complete obstetrical history
  - Prenatal risk assessment and counseling or education
- Evidence that a prenatal care procedure was performed:
  - Screening test in the form of an obstetric panel
  - TORCH antibody panel alone
  - Rubella antibody test/titer with an Rh incompatibility (ABO/Rh) blood typing
  - Ultrasound of a pregnant uterus
- A basic physical obstetrical examination that includes any of the following:
  - Auscultation for fetal heart tone
  - Pelvic exam with obstetric observations
  - Measurement of fundus height

Any of the following may be used as evidence that a patient has received postpartum care:

- Screening for depression, anxiety, tobacco use, substance use disorders, or preexisting mental health disorders
- Documentation of any of the following topics:
  - Infant care or breastfeeding
  - Resumption of intercourse, birth spacing, or family planning
  - Sleep or fatigue
  - Resumption of physical activity or attainment of healthy weight
  - Evaluation of weight, blood pressure, breasts, and abdomen

Services provided during a telephone visit, e-visit, or virtual check-in are acceptable. For more information, please refer to the HEDIS Documentation and Coding Guidelines.

All social determinants of health play an important role in maternal health. For any SDOH concerns related to our enrollees, please contact a Care Manager for assistance at **1-877-759-6883**, which is a secure line where you can leave a message with your name, practice name, callback number, the enrollee’s name and Medicaid number, and your concern(s). We can take care of the rest.

## AmeriHealth Caritas DC programs at a glance

At AmeriHealth Caritas DC, we are dedicated to providing our enrollees with access to quality healthcare and outstanding enrollee services. Refer to [this table](#) to learn more about our programs.



### Enrollee rights and responsibilities

AmeriHealth Caritas DC is committed to complying with all applicable requirements under federal and state law and regulations pertaining to enrollee privacy and confidentiality rights. Please review the [Enrollee Rights and Responsibilities](#) on our website.



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)

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GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**