PROVIDER SUPPORT RESOURCE MENU

RESOURCES OFFERED BY AMERIHEALTH CARITAS DISTRICT OF COLUMBIA TO PARTICIPATING PROVIDERS

AmeriHealth Caritas
District of Columbia

About this resource...	Engage this resource...
Let Us Know program Enables you to quickly and easily refer an enrollee experiencing special, chronic, or complex health conditions who may need the support of one of our programs via the **Rapid Response and Outreach Team (RROT)**.	Complete and submit an Enrollee Intervention Form (found on the health plan's website) to refer an enrollee to RROT for care coordination or care management support, including Bright Start for maternity. RROT responds within 48 business hours. RROT telephone: **1-877-759-6224** Bright Start (maternity) telephone: **1-877-759-6883**
Bright Start (maternity program) Outreaches to and coordinates care for pregnant enrollees and provides comprehensive care management for high-risk pregnant women and newborns with complex medical needs — including babies with neonatal abstinence syndrome (NAS).	
Care coordination and care management **Care coordination** includes enrollee outreach, resource navigation and coordination, closed-loop referral support, and wellness and prevention education. **Complex care management** includes individualized plans of care to coordinate delivery of physical and behavioral health services and to help meet social and environmental support needs.	
Disease management and Healthy Behaviors programs Supports care for enrollees through programs addressing specific physical health conditions such as adult and child obesity, diabetes, heart disease, and asthma. Encourages enrollees to actively participate in improving and maintaining their health, and rewards them for practicing certain, qualifying healthy behaviors.	Ask your Provider Account Executive for more information.

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Behavioral health support	Helps to integrate physical and behavioral health services and offers tools and training to help providers screen for behavioral health conditions, such as depression and substance use disorder. Resources include reference materials on effective screening, referral, and treatment practices, as well as educational resources such as our exclusive Behavioral Health Provider Toolkit, and access to e-learning modules on a variety of topics.	Visit the behavioral health section and view our toolkits and e-learning modules in the provider area of our website at www.amerihealthcaritasdc.com/provider/resources/behavioral-health. Check out our trainings online at www.amerihealthcaritasdc.com/provider/resources/behavioral-health. Talk to your Provider Account Executive to request a no-cost training for clinical staff on implementing trauma-informed strategies.
Provider/ staff education opportunities	**In-person** provider and staff health education is offered through clinical programs, as well as on specific clinical topics, by request. **Virtual** education opportunities are also available. Offerings may include: • Motivational interviewing (MI) • Mental Health First Aid (MHFA) (youth and adult) • Mandt System training (crisis management) • Trauma-informed care • Stress management and self care • SPENT poverty simulation **Peer mentoring and clinical education** are also offered virtually through the topically focused Project ECHO series.	To make a request, please contact program staff by email at clinicalintegrationeducation@amerihealthcaritas.com. Please visit the provider area of the health plan website at www.amerihealthcaritasdc.com/provider to learn more about virtual course offerings and Project ECHO events.
Provider portal (NaviNet®)	Provides access to practice-specific data on important health quality measures, including our enrollees' receipt of preventive care, adherence to medication, and care gaps.	Visit the NaviNet section in the Provider area of our website at www.amerihealthcaritasdc.com/provider.

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Language and interpretation services	Telephonic interpretation, 24 hours a day, seven days a week, in 200 languages, at no cost to plan enrollees or providers.	During regular business hours, contact Enrollee Services at **1-800-408-7511**. After hours, contact the nurse helpline at **1-877-759-6279**.
Social resource platforms and other services	Access to information on local community services and resources that promote healthy behaviors, wellness, and recovery and address needs related to social determinants of health, including: • Transportation. • Employment. • Education/GED/high school equivalency support. • Housing. • Smoking cessation. • Nurse advice line (24-hour). • Searchable community and resource database. • Telehealth information. • Health information library. • Mobile apps (healthy behavior support).	Learn more about what we offer by visiting the resource area of our website at www.amerihealthcaritasdc.com/member/eng/healthy-living/community-resources.