



Top reasons to become an AmeriHealth Caritas Iowa provider



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WHO WE SERVE

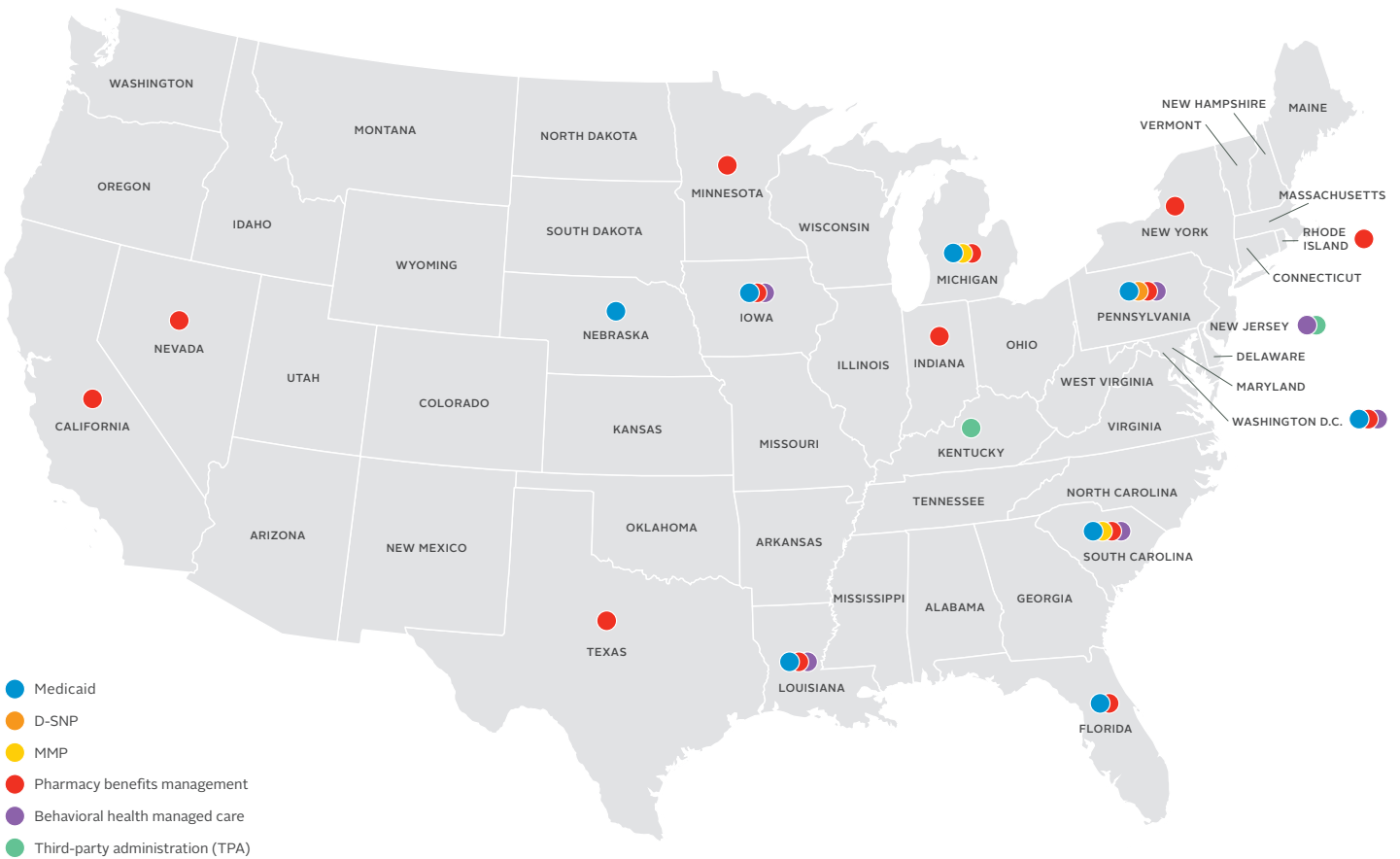
Nationally — AmeriHealth Caritas

With our nationwide presence, serving more than six million members, AmeriHealth Caritas handles an average of 2.6 million member and provider calls annually in our 24-7 call centers. Each month we process approximately 2.2 million claims and facilitate more than 1.4 million inquiries through our robust provider portal.



AmeriHealth Caritas Coverage Area

Touching the lives of more than 6.9 million members nationwide



Locally — AmeriHealth Caritas Iowa

With our extensive background, we offer unmatched expertise in the Medicaid managed care market. Through our family of companies, we possess the proven resources to successfully implement and sustain integrated health systems while also maintaining the flexibility to customize our systems to the unique requirements of each market.

EMPHASIS ON PROVIDER SUPPORT

At AmeriHealth Caritas, we are dedicated to ensuring our participating providers have the information and assistance needed to partner with us and provide quality care for our members. Our approach includes:

Assigned, local account executives

When you join our provider network, you'll be assigned a local account executive who will meet with you routinely to provide on-site education and issue resolution, solicit your feedback, and address your concerns as they arise.

Ongoing education

Opportunities for ongoing education, including continuing medical education (CME) credits and continuing education units (CEUs), via webinars, in-person training sessions and plan-sponsored educational events.

Provider committees

Local provider committees offer avenues for input on program development and processes. Collaborate with medical professionals and practitioners in your community to identify ways to improve care coordination, health outcomes, patient engagement and more.

Searchable online tools

Easy-to-use and searchable online provider directories and drug formularies allow you to find what you're looking for — in an instant.

Excellent customer support

Our dedicated customer support staff are available to answer your questions and connect you with the right resources.

Consistent plan-to-provider communication

We're keeping you up-to-date on important plan and program information, while maintaining an open dialogue, by:

- Refreshing the dedicated provider area of our website.
- Sending email updates, fax alerts and other provider publications.
- Hosting provider workshops and offering interactive online and face-to-face presentations.
- Scheduling on-site visits with your assigned account executive.
- Producing Web-based training and education materials.
- Sharing easy-to-use reference guides and FAQs.
- Conducting provider surveys and roundtables — to listen to your feedback!



The **best partnerships**
are formed by **staying in touch.**

SIMPLIFIED ADMINISTRATION

Our e-solutions help you optimize productivity

AmeriHealth Caritas partners with Emdeon, the largest electronic data interchange (EDI) clearinghouse in the country, to offer state-of-the-art EDI services to our providers. EDI optimizes productivity by streamlining your workflows and ensuring:

- Efficient claims submission.
- Accurate, timely reimbursement.
- Earlier detection of claim errors.
- Faster claim and billing reconciliation.
- Reduction of paper workload for your organization.
- Lower administrative, postage and handling costs.

Electronic claims submission or 837 transaction

AmeriHealth Caritas encourages all participating providers to submit claims electronically. Why? It's the simplest, most efficient method to help ensure fast and accurate payment. With electronic submissions, you'll receive confirmation on whether your claim has been loaded within 24 to 48 hours.

Electronic remittance advice (ERA) or 835 transaction

ERAs will shorten the lifespan of your outstanding receivables — by improving claims visibility and reducing unnecessary rework. You'll receive immediate knowledge of the information needed to get your claims processed and paid correctly. Once your claims are paid, ERAs also simplify the payment reconciliation process for faster posting.

Electronic funds transfer (EFT)

EFT eliminates the need for paper checks by allowing direct deposit of payments into your bank account. You can also view images of your ERA, allowing for timely recredentialing. Your participation in EFT eliminates the time spent waiting to receive checks in the mail and it does not require you to change your preferred banking partner.



Our robust, secure provider portal helps you stay informed

Our secure provider portal is a Web-based solution that allows providers and health plans to share critical administrative, financial and clinical data in one place. With the provider portal, you'll instantly be able to:

- Verify eligibility and benefits.
- Inquire on the status of claims.
- View remittance advices.
- Access and print panel rosters.
- Check member care gaps to identify needed services.
- Refer to at-a-glance member clinical summaries.
- Extract admission and discharge reports.

Streamlined credentialing

AmeriHealth Caritas works with the Council for Affordable Quality Healthcare (CAQH) to offer our providers the Universal Provider Data source that streamlines the data collection process for credentialing and recredentialing. For providers who are new to CAQH, AmeriHealth Caritas offers sponsorship for participation. Delegated credentialing is also available for large provider entities.

Companywide, we process over 25 million claims annually and, of those, 84 percent are auto-adjudicated. Clean claims are processed within 13 days on average.

WHO WE ARE

About AmeriHealth Caritas

AmeriHealth Caritas Family of Companies (“AmeriHealth Caritas”) is a national leader in providing managed care solutions and comprises the largest family of Medicaid companies in the United States. With our mission-driven legacy of 30 years, we’re more than just another health insurance company. Every day, we put care at the heart of our work for our members, their families and our providers.

Our solutions

At AmeriHealth Caritas, we believe everyone deserves access to quality health care. Complemented by our proven care management models and award-winning wellness programs, we make a difference by *being* different.

Living our mission

As an organization, we’ve built a culture of deep commitment to everyone we serve — a commitment that extends beyond the job. That’s why we’re actively improving health outcomes and giving back.

“The future is exciting, and it is our privilege to partner with providers like you to help Medicaid enrollees improve their health by offering them the best possible care.”

Paul Tufano

Chairman and Chief Executive Officer
AmeriHealth Caritas Family of Companies

Improving outcomes

Our unique programs support wellness, improve pediatric and prenatal care, and help meet acute and chronic care needs associated with diabetes, heart disease, hypertension, asthma, chronic obstructive pulmonary disease, sickle cell anemia, depression and more. Through these and other programs, we’re consistently improving member outcomes, resulting in cost savings. For example, in one year, we’ve improved targeted member medication adherence rates by:

22.4% for hypoglycemics (diabetes).

24.1% for antihypertensives.

25.5% for statins (high cholesterol).

5.2% for asthma controllers.

Giving back

What distinguishes us is not just our mission, but the associates who live its values. As an organization, and as individuals, we’re giving back by investing in the future with member scholarship programs, playground builds and other community health initiatives that support the health of our members. In our most recent internal campaign, more than 75 percent of AmeriHealth Caritas associates contributed a total of more than \$400,000 to continue these, and other, good works.

Our mission

We help people get care, stay well and build healthy communities. We have a special concern for those who are poor.

INTEGRATED CARE MANAGEMENT AND COORDINATION

At AmeriHealth Caritas, we work to address care gaps and foster health equities with a proven integrated care management (ICM) model. This model incorporates a member-based decision support system that drives both communication and care-plan development through a multidisciplinary management approach.

Aligns with our mission

The ICM model aligns with our mission. AmeriHealth Caritas understands that the most common diagnosis is poverty. We assist in addressing limited resources in all aspects of our members' lives that will impact medical care and costs. Our programs and services are designed to meet the needs and conditions of our members.

Individualized care

Members with chronic illnesses often have multiple comorbid conditions. Frequently, they have behavioral health issues and lack an adequate support system. The AmeriHealth Caritas ICM model connects case and disease management in a holistic approach that addresses comorbid conditions, behavioral health needs, and social and environmental support needs. We then combine all condition-specific assessments for multiple comorbidities into one, individualized care plan that supports body and mind.

Team approach

Member care needs can be complicated. The AmeriHealth Caritas Rapid Response and Outreach Team addresses the urgent and layered needs of our members. The team includes plan medical directors, case managers (registered nurses and social workers), and skilled care connectors (for nonclinical issues). The Rapid Response and Outreach Team collaborates with care managers and providers to identify and address member health needs.

Improved health outcomes

We are dedicated to creating better ways to provide care — a model that allows providers to serve patients in new ways while encouraging members to be more engaged in their own care. AmeriHealth Caritas offers chronic care improvement programs to improve health outcomes for members with asthma, cardiovascular disease, chronic obstructive pulmonary disease, diabetes and other chronic conditions.

Better communication

Keeping the lines of communication open to keep you informed, AmeriHealth Caritas consistently communicates updates and outcomes via:

- Contact with a care manager.
- Fax and email notifications, including regular provider newsletters.
- Member care gaps and clinical information, accessible through the online provider portal.
- Dedicated provider area on the plan's website.
- On-site support visits from your assigned account executive, provider workshops and interactive presentations.

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and click Join Now.

Or, contact us by calling **1-855-287-7855** or emailing
to **IowaProviderNetwork@amerihealthcaritas.com**.