

Provider Network Management



Provider Participation with AmeriHealth Caritas Iowa

- AmeriHealth Caritas Iowa will credential new providers according to Iowa's requirements and National Committee for Quality Assurance (NCQA) standards.
- AmeriHealth Caritas Iowa will also re-credential existing providers at the next appropriate interval, according to NCQA.
- AmeriHealth Caritas Iowa works with the Council for Affordable Quality Healthcare (CAQH) to offer practitioners a Universal Provider Data source that simplifies and streamlines the data collection process for credentialing and re-credentialing. There is no charge to practitioners to submit applications and participate in CAQH.
- If you are not currently a CAQH participating practitioner, we highly recommend subscribing at www.caqh.org.
- Practitioners who are not affiliated with CAQH or prefer a paper credentialing process may go to www.amerihealthcaritasia.com to access necessary credentialing documents or call providers services at **1-844-411-0579** for assistance.

Provider Participation Standards

- Be eligible to participate in any state or Federal health care benefit program.
- Comply with all pertinent Medicaid regulations.
- Treat AmeriHealth Caritas Iowa members in the same manner as other patients.
- Provide covered services to all AmeriHealth Caritas Iowa members who select or are referred to you as a provider.
- Provide covered services without regard to religion, gender, sexual orientation, race, color, age, national origin, creed, ancestry, political affiliation, personal appearance, health status, pre-existing condition, ethnicity, mental or physical disability, participation in any governmental program, source of payment, or marital status. All providers must comply with the requirements of the Americans with Disabilities Act (ADA) and Section 504 of Rehabilitation Act of 1974.
- Not segregate members from other patients (applies to services, supplies and equipment).
- Not refuse to provide services to members due to a delay in eligibility updates.

For access to care standards, see the Provider Manual under the Resources section at www.amerihealthcaritasia.com.

- Medical Access
- Behavioral Health Access
- Long Term Services and Support Access

After-Hours Access/On-Call Requirements for PCPs

Members must have access to quality, comprehensive health care services 24 hours a day, seven days a week. AmeriHealth Caritas Iowa will monitor access to after-hours care on an annual basis by conducting a survey of PCP offices after normal business hours.

- PCPs must offer an answering machine or answering service for members who call after hours. After-hours coverage must be accessible using the medical office's daytime telephone number.
- Answering services must forward calls to the provider or on-call provider, or instruct the member that the provider will contact the member within 30 minutes.
- When an answering machine is used after hours, the answering machine must provide the member with a process for reaching a provider after hours.
- For emergent issues, both the answering service and answering machine must direct the member to call 911 or go to the nearest emergency room.

When members choose a provider as their PCP, they are assigned to the provider's panel of members. The panel remains open unless the following occurs:

- The PCP is under sanction;
- The PCP has voluntarily closed his/her panel; or,
- The panel is closed by AmeriHealth Caritas Iowa due to member access issues.

A PCP must provide written notice to AmeriHealth Caritas Iowa at least 90 days in advance if the PCP decides to close their panel.

Providers are required to comply with all Plan policies and with all relevant legal or regulatory standards, as set by outside legal or regulatory authorities.

The primary areas of compliance with policies and regulations for Plan providers are:

- Americans with Disabilities Act (ADA) / Rehabilitation Act
- Health Insurance Portability and Accountability Act (HIPAA)
- Fraud, Waste & Abuse (FWA)
- False Claims Act
- Advance Directives
- Marketing Activities
- Cultural and Linguistic Requirements – Section 601, Title VI of the Civil Rights Act of 1964

The Americans with Disabilities Act (ADA) and the Rehabilitation Act

Section 504 of the Rehabilitation Act of 1973 (“Rehab Act”) and Title III of the Americans with Disabilities Act of 1990 (ADA) prohibit discrimination against individuals with disabilities and require AmeriHealth Caritas Iowa’s providers to make their services and facilities accessible to all individuals. AmeriHealth Caritas Iowa expects its network providers to be familiar with the requirements of the Rehabilitation Act and the ADA and to fully comply with the requirements of these statutes.

Health Insurance Portability and Accountability Act (HIPAA)

AmeriHealth Caritas Iowa is committed to strict adherence with the privacy and security provisions of the Health Insurance Portability and Accountability Act (HIPAA) and expects its practitioners and providers to be familiar with their HIPAA responsibilities and to take all necessary actions to fully comply. Any member record containing clinical, social, financial, or any other data on a member should be treated as strictly confidential and be protected from loss, tampering, alteration, destruction, and unauthorized or inadvertent disclosure.

Fraud, Waste and Abuse (FWA)

Designed in accordance with Federal and State rules and regulations, AmeriHealth Caritas Iowa compliance program is aimed at preventing and detecting activities that constitute FWA. The program includes FWA policies and procedures, investigation of unusual incidents and implementation of corrective action. AmeriHealth Caritas Iowa has provider reference materials that are available by contacting the Provider Services department.

False Claims Act

The False Claims Act (FCA) is a Federal law that applies to fraud involving any contract or program that is federally funded, including Medicare and Medicaid. It prohibits knowingly presenting (or causing to be presented) a false or fraudulent claim to the federal government or its contactors, including state Medicaid agencies, for payment or approval.

The FCA also prohibits knowingly making or using (or causing to be made or used) a false record or statement to get a false or fraudulent claim paid or approved. Health care entities that violate the Federal FCA can be subject to imprisonment and civil monetary penalties ranging from \$5,000 to \$11,000 for each false claim submitted to the United States government or its contactors, including state Medicaid agencies, as well as possible exclusion from Federal Government health care programs.

Reporting and Preventing FWA

AmeriHealth Caritas Iowa receives state and Federal funding for payment of services provided to our members. In accepting claims payment from AmeriHealth Caritas Iowa providers are receiving state and Federal program funds, and are therefore subject to all applicable Federal and/or state laws and regulations relating to this program. Violations of these laws and regulations may be considered fraud or abuse against the medical assistance program. Compliance with Federal laws and regulations is a priority of AmeriHealth Caritas Iowa.

If you, or any entity with which you contract to provide health care services on behalf of AmeriHealth Caritas Iowa members, become concerned about or identifies potential fraud, waste or abuse, please contact :

AmeriHealth Caritas Iowa Fraud Waste and Abuse Hotline at (866) 833-9718

Or

Iowa Medicaid Fraud – DIA 515-281-5717 or 515-281-7086

Advance Directives

All AmeriHealth Caritas Iowa providers are required to facilitate advance directives for individuals as defined in 42 C.F.R 489.100. The Advance Directive is a written instruction, such as a living will or durable power of attorney for health care, recognized under state law, relating to providing health care when an individual is incapacitated. If a member is an adult (18 years of age or older), he/she has the right under Federal law to decide what medical care that he/she wants to receive, if in the future the member is unable to make his/her wishes known about medical treatment. The member has the right to choose a person to act on his or her behalf to make health care decisions for them, if the members cannot make the decision for themselves.

The Iowa State Advance Directive, *“Gift of Peace of Mind, for yourself, for your Family”*, can be found in the Forms section on the AmeriHealth Caritas Iowa website www.amerihealthcaritasia.com.

Provider Marketing Activities Guidelines

Providers are permitted to share the following with Plan members:

- General and factual information about AmeriHealth Caritas Iowa and your participation in the Plan's network.
- Plan-provided member education materials that have been approved by the Plan and the state.
- Contact information for the state's enrollment broker.

Providers are prohibited from participating in the following activities:

- Using written or oral methods of communication with members to compare benefits or other aspects of Medicaid managed care organizations.
- Using written or oral methods of communication to share false or misleading information regarding the Plan or the provision of services.
- Performing direct marketing activities or other marketing activities on behalf of the Plan.
- Performing or permitting any marketing activities on behalf of the Plan at your office location.
- Using marketing materials that have not been approved by the Plan and the state.
- Assisting with or making recommendations for enrollment with the Plan, except to refer prospective members to the state's enrollment broker.

Cultural and Linguistic Requirements

Section 601 of Title VI of the Civil Rights Act of 1964

Our Cultural Competency Program, led by a cross-departmental workgroup, has been built upon the 15 national standards for Culturally and Linguistically Appropriate Services (CLAS) as set forth by the U.S. Department of Health and Human Services. As a provider of health care services who receives federal financial payment through the Medicaid program, you are responsible to make arrangements for language services for members, upon request, who are either Limited English Proficient (LEP) or Low Literacy Proficient (LLP) to facilitate the provision of health care services to such members.

AmeriHealth Caritas Iowa contracts with a competent telephonic interpreter service provider. We have an arrangement to make our corporate rate available to participating plan providers. If you need more information on using this telephonic interpreter service, please contact Provider Services at **1-844-411-0579**.

Education in support of culturally competent care

Health care services that are respectful of and responsive to the health beliefs and practices and cultural and linguistic needs of diverse patient populations are more effective at improving the quality of life of AmeriHealth Caritas Iowa members.

For some AmeriHealth Caritas Iowa members, language is the first barrier to health care. But along with language barriers, the culture of different ethnic groups may influence the following:

- An individual member's health, healing and wellness belief systems
- How a member perceives an illness or a disease and its causes
- The behaviors of members who are seeking health care and their attitudes toward health care providers

Education in support of culturally competent care (continued)

To help providers take the first step in serving diverse populations the Office of Minority Health, part of the U.S. Department of Health & Human Services, offers the following accredited continuing education programs:

- *A Physician's Practical Guide to Culturally Competent Care*, accredited for physicians, physician assistants and nurse practitioners. Providers may register for this course at **Think Cultural Health** <https://www.thinkculturalhealth.hhs.gov/>.
- *Culturally Competent Nursing Care: A Cornerstone of Caring*, accredited for nurses and social workers. Providers may register for this course at **Office of Minority Health**. <http://www.cdc.gov/omhd/default.htm>.

Both programs offer continuing education credits and are available online at no cost to participants.

Providers may also visit the **Think Cultural Health home page** and the **Office of Minority Health home page** for more information on these programs and for more resources to enhance the cultural competency of their health care practices.

Interpretation Services for AmeriHealth Caritas Iowa Members

Health care providers who are unable to arrange for interpretation services for an LEP, LLP or sensory impaired member should contact AmeriHealth Iowa Member Services at **1-855-322-2440 (TTY: 1-844-214-2471)** and a representative will help locate a professional interpreter to communicate in the member's primary language.

When a member uses AmeriHealth Caritas Iowa interpretation services, the provider must sign, date and complete documentation in the medical record in a timely manner.

Note: The assistance of friends, family, and bilingual staff is not considered competent, quality interpretation. These persons should not be used for interpretation services except where a member has been made aware of his/her right to receive free interpretation services and continues to insist on using a friend, family member, or bilingual staff for assistance in his/her preferred language.

Provider Network Management

AmeriHealth Caritas Iowa Provider Network Account Executives function as a provider relations team to advise and educate Plan providers. Provider Network Account Executives assist providers in adopting new business policies, processes and initiatives. From time to time, providers will be contacted by AmeriHealth Caritas Iowa representatives to conduct meetings that address topics including, but not limited to:

- Contract Terms
- Credentialing or Re-credentialing Site Visits
- Health Management Programs
- Orientation, Education and Training
- Program Updates and Changes
- Provider Complaints
- Provider Responsibilities
- Quality Enhancements
- Self-Service Tools

Provider Complaint System

AmeriHealth Caritas Iowa providers may file an informal dispute about AmeriHealth Caritas Iowa's policies, procedures, or any aspects of AmeriHealth Caritas Iowa administrative functions. AmeriHealth Caritas Iowa will thoroughly investigate each provider complaint using applicable statutory, regulatory, contractual and provider contract provisions. All pertinent facts will be investigated and considered. AmeriHealth Caritas Iowa policies and procedures will also be considered.

Providers may call Provider Services at **1-844-411-0579** to ask questions, or to issue a concern or complaint. The telephone line shall be staffed with live-voice coverage during normal working days (Monday through Friday) from 7:30 a.m. - 6:00 p.m. Central Time, except for established State holidays.

Provider Complaint System (continued)

The State holidays are: New Years Day; Martin Luther King, Jr.'s Birthday; Memorial Day; July 4th; Labor Day; Veterans Day; Thanksgiving; Day after Thanksgiving; and Christmas Day.

A written notice of the outcome of the review will be sent to the provider within 90 days of receipt of the complaint.