

Keeping you informed of the most important information, news, and updates, vital to your practice.

We appreciate your partnership in AmeriHealth Caritas Florida's provider network.

Quality Corner

March is Colorectal Cancer Screening (COL) Month

Remind your patients to get screened!

Measure Description: The percentage of members 45 – 75 years of age who had appropriate screening for colorectal cancer.

Required Documentation: Documentation in the medical record must include a note indicating the date when the colorectal cancer screening was performed. A result is not required if the documentation is clearly part of the “medical history” section of the record; if this is not clear, the result or finding must also be present. (This ensures that the screening was performed and not merely ordered.)

For more helpful information please visit: <https://www.amerihealthcaritasfl.com/pdf/hidden/provider-hedis-2024-documentation-and-coding-guidelines.pdf>

This is also a measure (COL-E) collected through Electronic Clinical Data Systems. Please discuss options for a direct data feed with your Account Executive. Direct data feeds can improve provider quality performance and reduce the burden of medical record requests.

Change Healthcare System Interruption

Change Healthcare, our electronic data interchange (EDI) clearinghouse for claims and payment cycle management, continues to address their network interruption related to a security incident. In the interim, AmeriHealth Caritas Florida has established alternative solutions for providers to submit claims.

For the most up to date information, please visit our website www.amerihealthcaritasfl.com/provider/index.aspx

Behavioral Health

Explore our **new Behavioral Health webpages**, offering resources aimed at integrating mental health and substance use disorder treatment for primary care practices. Primary care providers can utilize these resources to identify and screen patients for mental health and/or substance use.

EPSDT and Well-Child Visits

Access our **new Tips for Improving HEDIS Well-Child Visits and EPSDT Care Measures**, this includes:

- Our EPSDT billing guide, ICD-10's and CPT codes
- Recommendations for Preventive Pediatric Health Care Periodicity Schedule.

Provider Manual Reminders

AmeriHealth Caritas Florida has made the following timeframe correction to our provider manual:

Chapter 4: Population Health

The following content replaces the previously published content for this section:

Denials Based on Lack of Medical Necessity

If you receive an adverse benefit determination (denial) from AmeriHealth Caritas Florida, **you have five (5) business days** from the verbal, online or faxed notice of adverse determination to request a peer-to-peer discussion with an AmeriHealth Caritas Florida medical director. You may request a peer-to-peer discussion by contacting Utilization Management at **1-855-371-8074**. Be prepared to provide a convenient time to receive a call from the AmeriHealth Caritas Florida medical director. If you still disagree with a decision to uphold a denial after the peer to-peer discussion, you have the right to file an appeal. If the adverse benefit determination was related to a pre-service authorization request, you can file an appeal on behalf of the member within sixty (60) days of notification of the upheld denial decision. The appeal will require the member's written consent.

Please visit AmeriHealth Caritas Florida's website to find important updates and available trainings- <https://www.amerihealthcaritasfl.com/provider/newsletters-and-updates/index.aspx>

