

PROVIDER CONNECTIONS



2023 ISSUE 2

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A Provider's Link to AmeriHealth Caritas Florida

The USPSTF recommends low-dose aspirin to **prevent preeclampsia in pregnant Black individuals**

For individuals at increased risk for preeclampsia, daily low-dose aspirin taken during pregnancy has been shown to reduce the risk of developing preeclampsia and its serious health consequences, which include perinatal mortality, preterm birth, and small for gestational age infants. Read the full United States Preventive Services Task Force (USPSTF) report here: **Final Recommendation Statement on Hypertensive Disorders of Pregnancy: Screening.**

Provider Manual

Have you checked out the most recent version of our **Provider Manual** for updates or changes?

It's also available on our website at www.amerihealthcaritasfl.com.

Focusing on **EPSDT/Child Health Check-Up Visit**

AmeriHealth Caritas Florida primary care providers (PCPs) and pediatricians are responsible for providing Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services, or Child Health Check-Up Visits, to members from birth to age 21, according to the **Florida Medicaid EPSDT periodicity schedule (PDF)** or upon request at other times, in order to determine the existence of a physical or mental condition.

Children ages 0 to 2 years should visit their physician at ages 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30 months. Children, teens, and young adults ages 3 to 20 years should visit their physician once a year.

Visit our website to **learn more** about required screenings, billing guidelines, referral codes, and more. You will also find helpful resources like the **Periodicity Schedule** and the **EPSDT Quick Reference Guide**.



AmeriHealth Caritas has been named to Newsweek's List of the 100 Most Loved Workplaces in America for 2023.

[Read about it here.](#)

CDC survey demonstrates a need for better maternity care

The Centers for Disease Control (CDC) recently released the results of a survey in which 20% of women said they were mistreated by doctors and medical staff during pregnancy and maternity care.

The types of mistreatment that were reported included:

- Being ignored when they asked for help
- Insufficient steps to protect their personal privacy
- Shouting or scolding from staff
- Threats of withholding treatment or being made to consent to unwanted treatment

The rates of mistreatment reported were higher for women of color. Thirty percent of Black women reported mistreatment, followed by Hispanic women at 29%, and multiracial women at 27%, compared to 17% of white women. Also, 28% of women with no insurance at the time of delivery reported that they experienced mistreatment. Twenty-six percent with public insurance reported mistreatment, compared to only 16% of those with private insurance.

The results were taken from the Porter Novelli View Moms survey¹, which was administered to 2,402 respondents for a one-week period in April, 2023.

In addition, 29% of women said they were discriminated against during maternity treatment. Reported reasons included age, weight, and income. Forty percent of Black women, 39% of multiracial women, and 37% of Hispanic women reported discrimination.

Also, 45% of all women said they held back from asking questions and discussing concerns with their provider. Reasons included:

- Being told that what they were feeling was normal by friends and family
- Embarrassment
- Not wanting to be difficult
- Thinking that their provider seemed rushed
- Lack of confidence

The CDC recommends that health care providers take steps to practice respectful maternity care in order to reduce pregnancy-related deaths.

Some recommended steps include:

- Hiring a diverse workforce and training staff on unconscious bias and stigma.
- Ensuring that patients feel respected, valued, and understood.

To learn more, visit the CDC's **Hear Her** campaign website.

¹Yousra A. Mohamoud, PhD., et al, "Vital Signs: Maternity Care Experiences — United States, April 2023." Centers for Disease Control, Sept. 1, 2023, <https://www.cdc.gov/mmwr/volumes/72/wr/mm7235e1.htm>.

Source: "One in 5 Women Reported Mistreatment While Receiving Maternity Care." Centers for Disease Control and Prevention, August 22, 2023, <https://www.cdc.gov/media/releases/2023/s0822-vs-maternity-mistreatment.html>.



AMA study finds **early-onset cancer is on the rise among women ages 40 to 49**

Early-onset cancer is defined as cancer occurring in individuals younger than 50 years of age. Early-onset cancer, especially among women ages 40 to 49, is on the rise, according to data recently published on the *Journal of the American Medical Association (JAMA) Network Open* website. The largest number of early-onset incidents among women were breast and uterine cancers, and the fastest-growing incidence rate overall was for gastrointestinal cancers. Conversely, early-onset cancer rates among men declined during the same period.

The cohort study found that between 2010 and 2019, over 500,000 people were diagnosed with early-onset cancer in the United States, 63% of whom were women aged 40 to 49. While the data confirms that cancer still primarily affects people over the age of 50, more younger people are contracting the disease than before.

The researchers suggest that the rise in early-onset cancers is related to increasing rates of obesity and environmental exposures. Other contributing factors may include sleep patterns, levels of physical activity, and exposure to microbiota and carcinogens.

The study also found that early-onset cancer disproportionately affects people of American Indian, Alaska Native, Asian and Pacific Islander, and Hispanic descent. Early-onset cancer rates were stable among white people, but declined among Black people.

The researchers suggest that more study is needed to explain the disparities among early-onset cancers in women and in the identified ethnic and racial demographics. However, they call upon health care professionals to be aware of the rise in early-onset cancer and consider more investigations into possible tumors when clinically appropriate for individuals younger than 50 years of age.

“These data will be useful for public health specialists and health care policy makers and serve as a call to action for further research into the various environmental factors that may be associated with this concerning pattern,” the researchers say in the article.

Source: Benjamin Koh, Darren Jun Hao Tan, Cheng Han Ng, et al, “Patterns in Cancer Incidence Among People Younger Than 50 Years in the US, 2010 to 2019.” *JAMA Network Open*, August 16, 2023, <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2808381>.



Are you using **NaviNet**?

In November 2022, AmeriHealth Caritas Florida replaced Availity, our former payer-provider platform, with NantHealth | NaviNet. The NaviNet platform provides a suite of tools that provide necessary clinical, financial, and administrative information in real time with the click of a mouse.

What is NaviNet?

NaviNet is an easy-to-use, no-cost, web-based platform that links providers to AmeriHealth Caritas Florida. NaviNet helps speed up the provider-health plan connection and can often replace paper transactions.

Through NaviNet, you can access and submit:

- HEDIS alerts
- Eligibility information
- Claims information and updates
- Benefits information
- Drug authorizations
- Prior authorizations
- Claim disputes
- Provider complaints

You may register for NaviNet at <https://register.navinet.net/>.

AmeriHealth Caritas Florida providers can now submit claim disputes via NaviNet.

1. Log in to NaviNet by visiting <https://register.navinet.net>.
2. Enter your NaviNet credentials.
3. Under the **HEALTH PLANS** dropdown menu, select AmeriHealth Caritas Florida (Figure 1).
4. In **Workflows for this Plan** (Figure 2) click on **Forms & Dashboards**.
5. Click on **Submit Provider Complaints**.
6. Fill out the required fields in the online Provider Complaint form and attach all supporting documentation related to your dispute.

FIGURE 1

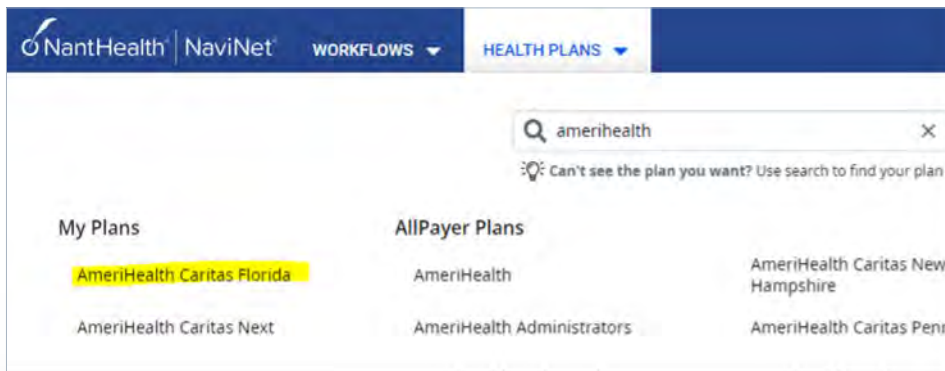


FIGURE 2





New functionality for supplemental documents added through Change Healthcare

AmeriHealth Caritas Florida announced that it has added functionality for network providers submitting electronic attachments (275 transactions) to support a medical claim via Change Healthcare, our electronic data interchange (EDI) clearinghouse.

As of August 1, 2023, this functionality expands the options for providers to provide supplemental documents providing additional patient medical information that cannot be accommodated within the ANSI ASC X12, 837 claim format.

AmeriHealth Caritas Florida providers will submit 275 transactions using:
Payer name: AmeriHealth Caritas Florida
Payer ID: # 77003

In addition, the following 275 claims attachment report codes have been added **effective August 1**. When submitting an attachment, use the applicable code in field number 19 of the CMS 1500 or field number 80 of the UB04, as documented in the Claims Filing Instructions PDF or on our website at www.amerihealthcaritasfl.com > Providers > Claims and Billing > Claims submission via Change Healthcare.

New incentive promotes **training for Medications for Opioid Use Disorder (MOUD) treatment**

This incentive program will be available **through December 31, 2023**. To qualify for the incentive payment:

Complete the Provider Clinical Support System (PCSS) no-cost training module **8 Hour Online Buprenorphine Training** and submit the completion certificate to **pnm_inquiries@amerihealthcaritasfl.com**.

Provide MOUD treatment to at least five AmeriHealth Caritas Members, supported by accurate and complete claims submission.

AmeriHealth Caritas Florida will pay an incentive of \$250 per eligible provider. Incentive payments will occur four months after the incentive period ends to allow for complete claims submission.

The submission of accurate and complete claims is critical to getting the correct incentive payment. Claims must be submitted by **December 31, 2023**.

The incentive payments are in addition to the existing contractual payments for services provided. Providers can access no-cost training online through the **Providers Clinical Support System**.



Provider trainings available

Disaster trauma training

AmeriHealth Caritas Florida is pleased to invite providers to join us for a course in **Psychological First Aid and Skills for Psychological Recovery**.

Training is designed for providers to help survivors manage emotional distress and cope with post-disaster stress and adversity resulting from hurricanes, wildfires, and other natural disasters, as well as mass shootings and other traumatic events.

This online course is developed by the National Center for PTSD and the National Child Traumatic Stress Network (NCTSN). ***This five-hour online course offers five continuing education units for psychologists and counselors upon completion.*** All providers may sign up for this no-cost training **on the NCTSN website**.

This course covers the following:

- Post-traumatic stress disorder (PTSD)
- Suicide prevention (survivor's guilt)
- Depression
- Mental health resources for providers to help:
 - Provide support for compassion fatigue
 - Reduce burnout to increase workforce retention
 - Strengthen ability to practice effective medicine

CLAS Cultural Competency Training

AmeriHealth Caritas Florida is pleased to invite providers to join us for this annual Culturally and Linguistically Appropriate Services (CLAS) training to understand how to meet the cultural and linguistic needs of our members.

Last date of 2023

- December 14, 2023, at noon

2024 dates

- March 21, 2024, at noon
- June 20, 2024, at noon
- September 19, 2024, at noon
- December 14, 2024, at noon

To register, please go to <https://www.surveymonkey.com/r/acfiCLAS> to submit your registration.



HEDIS: 2024 Medical Records Requests

In the 2024 Healthcare Effectiveness Data and Information Set (HEDIS) data collection season, AmeriHealth Caritas Florida will again be conducting comprehensive reviews of clinical data. A critical component of the data collection process requires access to the provider's properly maintained medical records. This is done to comply with state requirements and regulatory bodies in the assessment and monitoring of performance related to managed care organizations such as the National Committee for Quality Assurance (NCQA). This comprehensive review also helps to ensure appropriate and continued access to care for our members, your patients.

As a result, it is essential that AmeriHealth Caritas Florida and/or its authorized designees receive

medical records in a timely manner, which may include the following: copies of encounters, lab reports, and clinical documentation to support accurate reporting of the performance measures in this data set. If a HEDIS-related request is received during 2024, please submit the required information by the due date indicated to comply with HEDIS standards.

If you need general information or have any questions related to HEDIS, such as requirements or medical records request information, please email the Quality Department at **qualityinbox@amerihealthcaritasfl.com**.

Thank you in advance for your prompt response and continued participation in this important quality initiative.



Healthy Behaviors programs

AmeriHealth Caritas Florida offers Healthy Behaviors programs that reward eligible members for completing certain health milestones through visiting their PCP for testing or screening.

The programs included:

- Maternity
- Postpartum
- Well-child visits (31 days to 15 months old)
- Well-child visits (15 months old to 30 months old)
- Child and adolescent well-care visits
- Adult access to preventive or ambulatory services
- Lead screening
- Diabetes testing
- Diabetes eye exam
- Behavioral health follow-up
- Breast cancer screening
- Cervical cancer screening
- Weight loss (provider signature required on the form)
- Smoking cessation
- Alcohol and substance use recovery

All of the Healthy Behaviors programs require members to fill out a **Completion Form (PDF)** and return it to AmeriHealth Caritas Florida before joining. The form should be filled out entirely and faxed to the AmeriHealth Caritas Florida Quality Department at **1-855-358-5854**, or mailed to:

AmeriHealth Caritas Florida
P.O. Box 7181
London, KY 40742

Once the form is returned to AmeriHealth Caritas Florida and the services have been verified, a gift card will be mailed to the member (or to the minor member's parents or guardians). If claims for services cannot be verified, the member will be responsible for providing proof of service. **Members** may enroll in more than one Healthy Behaviors program (if they qualify) and **can receive a reward of up to \$50 per program, per year**. Members may only join each Healthy Behaviors program once per year. The deadline to submit for 2023 rewards is **January 31, 2024**.



2023 Overview and Reminders

Outreach to new providers from Andros

Effective March 1, 2023, new providers to AmeriHealth Caritas Florida may be receiving correspondence from Andros outreaching for information required to complete the credentialing process. No action is needed at this time, however, should you receive a request from Andros for your AmeriHealth Caritas Florida credentialing, please email the requested information to support@andros.co.

Upgrade of the EDI claims compliance to Strategic National Implementation Process (SNIP) Level 4

Effective July 20, 2023, AmeriHealth Caritas Florida has upgraded its claims editing process to SNIP Level 4 to meet industry compliance standards. This will increase auto adjudication and reduce pending claims. **If you have not already done so, please ensure your 837 transactions are compliant with SNIP Level 4.** Any claims not in compliance with SNIP Level 4 will be rejected and will not make it through the claim adjudication process.

Reminder-
The National Suicide Prevention Lifeline is now 988

Updated Quantity Limits for Preferred Asthmatic Management Accessories and Spacers

As of October 25, 2023, AmeriHealth Caritas Florida implemented a quantity limit of 2 units per 365 days to all preferred Spacers and Asthmatic Management Accessories. Practitioners are encouraged to reference the table below for the updated quantity limit guidelines when prescribing preferred Asthmatic Management Accessories and Spacers.

Preferred Spacer and Asthmatic Management Accessory Quantity Limits Effective October 25, 2023

| Device | Quantity Limit |
|---------------------------------------|----------------|
| Panda Mask | 2 per 365 days |
| Pediatric Panda Mask | 2 per 365 days |
| Pro Comfort Spacer — Adult Mask | 2 per 365 days |
| Pro Comfort Spacer — Child Mask | 2 per 365 days |
| Pro Comfort Spacer — Infant Mask | 2 per 365 days |
| Pure Comfort Spacer — Adult Mask | 2 per 365 days |
| Vortex Adult Mask | 2 per 365 days |
| Aerochamber Mini | 2 per 365 days |
| Aerochamber MV spacer | 2 per 365 days |
| Aerochamber Plus Flow-Vu | 2 per 365 days |
| Aerochamber Plus Flow-Vu, Large Mask | 2 per 365 days |
| Aerochamber Plus Flow-Vu, Medium Mask | 2 per 365 days |
| Aerochamber Plus Flow-Vu, Small Mask | 2 per 365 days |
| Aerochamber Plus Z Stat Large Mask | 2 per 365 days |
| AeroChamber Plus Z Stat Medium Mask | 2 per 365 days |
| AeroChamber Plus Z Stat Small Mask | 2 per 365 days |
| Aerochamber Plus Z Stat spacer | 2 per 365 days |
| AeroChamber Z-Stat Plus-Flow Signal | 2 per 365 days |
| Aerovent Plus spacer | 2 per 365 days |
| BreatheRite MDI Spacer | 2 per 365 days |
| BreatheRite Spacer and Mask, Adult | 2 per 365 days |

| Device | Quantity Limit |
|--|----------------|
| BreatheRite Spacer and Mask, Child | 2 per 365 days |
| BreatheRite Spacer and Mask, Infant | 2 per 365 days |
| BreatheRite Spacer and Mask, Neonate | 2 per 365 days |
| BreatheRite Spacer and Mask, Small Child | 2 per 365 days |
| BreatheRite Valved MDI Spacer | 2 per 365 days |
| Clever Choice Holding Chamber — Small Mask | 2 per 365 days |
| Compact Space Chamber | 2 per 365 days |
| Compact Space Chamber — Large Mask | 2 per 365 days |
| Compact Space Chamber — Medium Mask | 2 per 365 days |
| Compact Space Chamber — Small Mask | 2 per 365 days |
| EasiVent Holding Chamber | 2 per 365 days |
| EasiVent Mask Large | 2 per 365 days |
| EasiVent Mask Medium | 2 per 365 days |
| EasiVent Mask Small | 2 per 365 days |
| Flexichamber spacer | 2 per 365 days |
| Flexichamber — Large Child Mask | 2 per 365 days |
| Flexichamber — Small Adult Mask | 2 per 365 days |
| Flexichamber — Small Child Mask | 2 per 365 days |
| InspiraChamber spacer | 2 per 365 days |
| InspiraChamber with Mask — Large | 2 per 365 days |
| InspiraChamber with Mask — Medium | 2 per 365 days |
| InspiraChamber with Mask — Small | 2 per 365 days |
| LiteAire MDI Chamber | 2 per 365 days |
| Microchamber spacer | 2 per 365 days |
| Microspacer | 2 per 365 days |
| OptiChamber Diamond VHC spacer | 2 per 365 days |

| Device | Quantity Limit |
|--|----------------|
| OptiChamber Diamond VHC with Large Mask | 2 per 365 days |
| OptiChamber Diamond VHC with Medium Mask | 2 per 365 days |
| OptiChamber Diamond VHC with Small Mask | 2 per 365 days |
| POCKET CHAMBER spacer | 2 per 365 days |
| PrimeAire spacer | 2 per 365 days |
| Procure Spacer With Adult Mask | 2 per 365 days |
| Procure Spacer With Child Mask | 2 per 365 days |
| ProChamber | 2 per 365 days |
| RiteFlo Aerochamber | 2 per 365 days |
| Space Chamber | 2 per 365 days |
| Space Chamber with Large Mask | 2 per 365 days |
| Space Chamber with Medium Mask | 2 per 365 days |
| Space Chamber with Small Mask | 2 per 365 days |
| Vortex Holding Chamber | 2 per 365 days |
| Vortex VHC Frog Mask — Child | 2 per 365 days |
| Vortex VHC Ladybug Mask — Toddler | 2 per 365 days |

AmeriHealth Caritas Florida members receiving the preferred Spacers and Asthmatic Management Accessories have a \$0 copay.

Removal of **DATA Waiver (X-Waiver)** requirement

On December 29, 2022, the Consolidated Appropriations Act of 2023 was signed and removes the federal requirement for practitioners to submit a Notice of Intent (NOI), or a waiver application, to prescribe medications like buprenorphine, for the treatment of opioid use disorder (OUD). With this provision, and effective immediately, the Substance Abuse and Mental Health Services Administration (SAMHSA) will no longer be accepting waiver applications.

All practitioners who have a current United States Drug Enforcement Administration (DEA) registration that includes Schedule III authority, may now prescribe buprenorphine for OUD in their practice.

There are no longer any limits or patient caps on the number of patients a prescriber may treat for OUD with buprenorphine.

Dispensers are no longer required to enter the "X-Waiver" number into the Prescription Drug Monitoring Program as all prescriptions for buprenorphine only require a standard DEA registration number.

For continued updates, please visit **SAMHSA's website**.

Pharmacy updates

PDL changes effective October 1, 2023

For information on changes to the Florida Medicaid Preferred Drug List made as of October 1, 2023, please reference the **October Florida Medicaid Preferred Drug List (PDL)**(PDF) and available on **AHCA's website**. You can find additional information on the drug formularies by visiting www.amerihealthcaritasfl.com.



All of us at AmeriHealth Caritas Florida appreciate your dedication throughout 2023.

We wish you and your loved ones a healthy holiday season and a joyful and prosperous 2024.

Thank you for all you do for your patients, our members.

