



April 2020
ProviderPost

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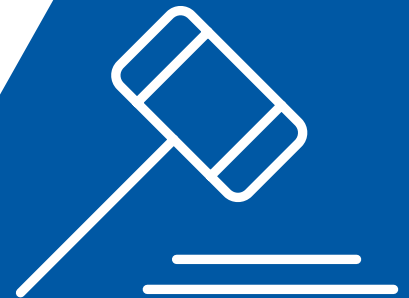
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**AmeriHealth Caritas Delaware
is on Facebook and Instagram!**

Follow AmeriHealth Caritas Delaware on Facebook or Instagram for event information, health tips, member information, and more.

Search for **@AmeriHealthCaritasDE** on either social platform to find us.



Fraud Tip Hotline

1-866-833-9718, 24 hours a day, seven days a week.

Secure and confidential.
You may remain anonymous.



COVID-19 Telehealth FAQ is now available

In response to the COVID-19 public health emergency, AmeriHealth Caritas Delaware is expanding its telehealth policies effective immediately.

View the full Telehealth FAQ [here](#).

Stay up to date about COVID-19 and AmeriHealth Caritas Delaware's response to the pandemic by visiting our website at www.amerihealthcaritasde.com > Take care with coronavirus.

Our mission — We help people:



Get care



Stay well



Build healthy communities

We believe everyone should have access to quality health care and services.


Are you treating an AmeriHealth Caritas Delaware patient who could benefit from complex case management?

AmeriHealth Caritas Delaware offers complex case management to members who qualify and are living with a chronic condition. Eligible conditions include diabetes and cardiovascular disease.

If you have AmeriHealth Caritas Delaware patients who could benefit from complex case management, please let them know they can get referred into the program by:

- Asking their primary care provider (PCP) to refer them.
- Calling (or having their caregiver call) our Rapid Response and Outreach Team at **1-844-623-7090** for a referral.





**AmeriHealth Caritas Delaware
will provide its Utilization
Management (UM) criteria
to Network Providers
upon request.**

Important reminders: Utilization Management

The AmeriHealth Caritas Delaware Utilization Management (UM) program establishes processes for an effective, efficient utilization management system. UM decision-making is based only on appropriateness of care and services and existence of coverage. AmeriHealth Caritas Delaware does not reward health care professionals/providers or other individuals conducting utilization review for issuing denials of coverage or services. Financial incentives for utilization management decision-makers do not encourage decisions that result in underutilization.

Availability of criteria

AmeriHealth Caritas Delaware will provide its Utilization Management (UM) criteria to Network Providers upon request.

To obtain a copy of the Plan UM criteria:

- Call the AmeriHealth Caritas Delaware Utilization Management Department at **1-855-396-5770**.
- Identify the specific criteria you are requesting
- Provide a fax number or mailing address

You will receive a faxed copy of the requested criteria within 24 hours or written copy by mail within 5 business days of your request.



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Delaware

www.amerihealthcaritasde.com