



AmeriHealth Caritas[™]

Delaware

June 2020 ProviderPost



Articles in this edition:

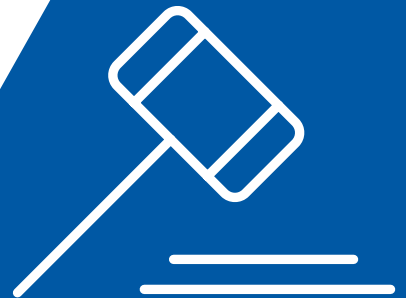
- Updated Provider Manual is now available.
- Important Reminder: Late and missed shift care reporting



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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.



Updated Provider Manual is now available.

The AmeriHealth Caritas Delaware Provider Manual has been updated.

Please visit www.amerihhealthcaritasde.com > [Providers > Provider Manual and Forms](#) to view the manual in its entirety.



Important reminder: Late and missed shift care reporting

As a reminder, **home and community-based service (HCBS), private-duty nursing (PDN), and skilled home health providers** are encouraged to routinely report information on late and missed care services for AmeriHealth Caritas Delaware members.

Providers are to report:

- The total number of hours that have been authorized for attendant care (AC), skilled nursing (SN), home health aide (HHA), homemaker (HMR), PDN, and therapy (THY) services each week.
- The number of authorized hours late or missed and a written explanation of why the shift was late or missed.

The late and missed shift care report template and reporting instruction guide is available on our website at www.amerihhealthcaritasde.com > [Providers](#) > [Provider Manuals and Forms](#) > [Home Health Agency](#).

Discard any older versions of the template you may have.

Please routinely and consistently submit your late and missed shift care report forms via email to acdehha@amerihhealthcaritasde.com.

Questions

If you have questions about this communication, please contact Deneka Smith at dsmith3@amerihhealthcaritasde.com

Our mission
We help people:



Get care



Stay well



Build healthy communities

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



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