



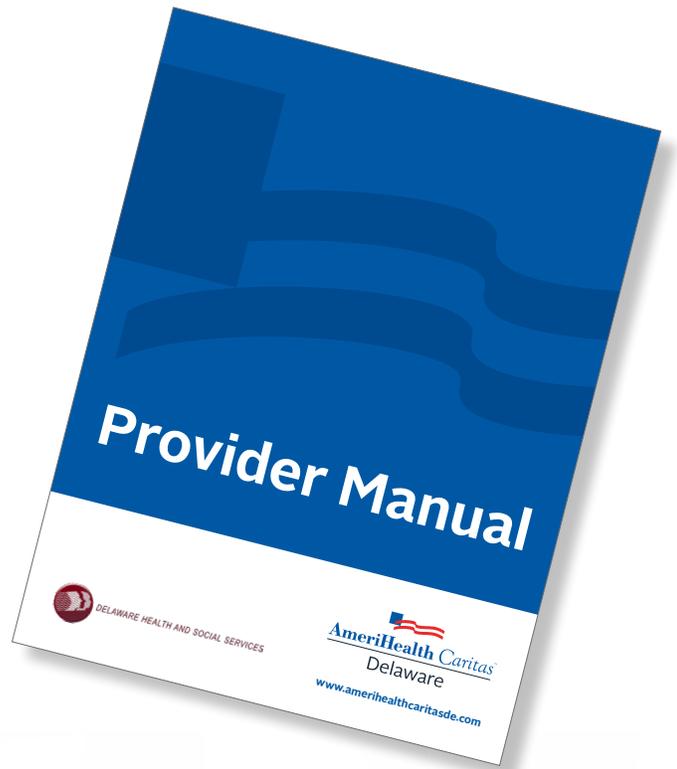
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Reminder: Do not balance bill members

AmeriHealth Caritas Delaware members should not be balance billed by any participating provider. As a reminder, please reference the below language from the AmeriHealth Caritas Delaware Provider Manual – Section IX: Claims Submission Protocols and Standards.

Under the requirements of the Social Security Act, all payments from AmeriHealth Caritas Delaware to participating plan providers must be accepted as payment in full for services rendered. Members may not be balanced billed for medically necessary covered services under any circumstances. All providers are encouraged to use the claims provider complaint processes to resolve any outstanding claims payment issues.





AmeriHealth Caritas Delaware encourages Asthma Medication Compliance

AmeriHealth Caritas Delaware is committed to improving health outcomes for members with asthma by promoting appropriate medication use and adherence. We regularly monitor the Asthma Medication Ratio (AMR), a HEDIS® quality measure developed by NCQA that assesses the use of controller medications among members ages 5-64 with persistent asthma. An AMR of 50% or greater indicates appropriate controller medication use and reduced reliance on rescue inhalers.

To support improved outcomes, 90-day supplies are available for preferred controller medications when clinically appropriate. These include montelukast, single agent inhaled corticosteroids, and combination inhalers.

Providers are encouraged to discuss asthma medication adherence with patients and caregivers during annual wellness visits and follow-up appointments, particularly when gaps in care are identified.

Support for Asthma Management

AmeriHealth Caritas Delaware offers programs and resources to help members manage asthma and other chronic conditions:

- CARE Card incentive: Members may earn a \$10 reward for each 90-day fill of an asthma controller medication for ages 5-18 (incentive can be earned up to four times per year)

- Care coordination: Care coordinators support members and caregivers through comprehensive assessments and individualized care plans addressing medical, behavioral, and social needs.
- Healthy Hoops®: A community-based program for children ages 3-18 that uses basketball to teach healthy habits and chronic disease management.

Additional Provider Resources

- Environmental triggers such as mold, poor air quality, and pests can worsen asthma symptoms. Providers may share the Indoor Trigger Reduction Tool Card (available in English and Spanish) to support mitigation strategies. Visit https://clinicians.org/wp-content/uploads/2021/02/Asthma_English.pdf and https://clinicians.org/wp-content/uploads/2021/02/Asthma_Spanish.pdf
- School nurses play a key role in asthma management. Providers are encouraged to collaborate with school health staff and utilize the CDC-recommended Asthma Action Plan to support safe, coordinated care. Visit <https://www.cdc.gov/asthma/action-plan/documents/asthma-action-plan-508.pdf>

Blood Pressure Self-Monitoring Updates

AmeriHealth Caritas Delaware collaborates with Delaware's Division of Public Health to promote the Healthy Heart Ambassador (HHA) Blood Pressure (BP) Self-Monitoring Program. This four-month program includes a free BP monitor (if needed), biweekly sessions with an AmeriHealth Caritas Delaware coach, four nutritional education sessions, and three healthy cooking demonstrations.

For more information on the referral process and eligibility criteria, visit www.healthydelaware.org/Individuals/Heart/Healthy-Heart-Ambassador-Program.

If your patient would benefit from participating in the program, please let us know: <https://www.amerihhealthcaritasde.com/provider/resources/let-us-know>. A Community Health Navigator will reach out to your patient to enroll them in the program.

New Tools and Resources to Support Blood Pressure Monitoring

Good news! Self-reported BP readings during a telephone visit, e-visit, or virtual check-in are now accepted according to the HEDIS technical specifications. Member-reported data documented in medical records is acceptable if BP is captured with a digital device and documented in the medical record with the date the BP was taken.

AmeriHealth Caritas Delaware staff, including HHA coaches, have started recording BP readings during encounters with members. Be on the lookout – you may receive a letter from AmeriHealth Caritas Delaware noting your patient's recent blood pressure.

Members ages 18-85 with a diagnosis of hypertension who complete a blood pressure screening with a result of 139/89 or lower may be eligible for a \$25 incentive annually. Incentive distributed based on receipt of claim with CPT II code.





AmeriHealth Caritas Delaware Peer Review Process

The AmeriHealth Caritas Delaware peer review process focuses on patient safety and quality of medical care provided to all members. Peer review is one component that AmeriHealth Caritas Delaware uses to monitor, evaluate, and improve the quality and appropriateness of care and service delivery to members. Other components include performance improvement projects, medical/case record audits, performance measures, surveys, and related activities.

Peer review is an evaluation of the professional practices of a provider by their peers. The evaluation assesses the necessity, appropriateness, and quality of care furnished by the provider in comparison to care customarily furnished by their peers, and consistency with recognized health care standards.

The AmeriHealth Caritas Delaware Chief Medical Officer (CMO) oversees the peer review process and chairs the Peer Review committee. The Peer Review committee membership is drawn from the provider network and includes peers of the participating provider being reviewed. Members and staff can notify the Peer Review committee of any situations or problems related to providers.

The peer review process includes the following:

A. Case review. The review considers potential grievances and issues with the quality of care or service.

B. Thresholds. AmeriHealth Caritas Delaware has established thresholds for issues with the quality of care or service identified by internal sources to establish off-cycle credentialing reviews and/ or referrals to the Peer Review committee. At the discretion of the CMO, a provider or facility can be referred to the Peer Review committee or Credentialing committee for substantiated issues, even if thresholds aren't met.

C. Peer Review committee. This group reviews participating provider performance, when appropriate.

D. Tracking and reporting. The Quality Management department will track all providers to determine if the established thresholds establish an off-cycle credentialing review and/or referral to the Peer Review committee.

E. Training and education. AmeriHealth Caritas Delaware provides training and education to providers, staff, and members in the peer review process.

If you have questions or need more information about the peer review process, contact Provider Services at **1-855-707-5818**, or speak with your Provider Network Account Executive.

Critical Incidents 2025 (Provider)

The Division of Medicaid and Medical Assistance (DMMA) has revised the reporting structure for Critical Incidents. All providers are now required to submit any Critical Incident directly to the appropriate agency, including DMMA.

A critical incident includes, but is not limited to, the following:

- Unexpected death of a member.
- Suspected physical, mental, or sexual mistreatment, abuse, mistreatment, and/or neglect of a member.
- Suspected theft or financial exploitation of a member.
- Injury, fall, or unexpected medical issue sustained by a member when the source of the injury is unknown, and the injury is suspicious, or the injury requires transfer to acute care.
- Medication diversion, administration errors, or treatment errors that jeopardize a member's health or safety.
- Inappropriate or unprofessional conduct by a provider involving a member.
- Elopement
- Unsafe behavior
- Theft/missing items
- Environmental

Access to the reporting portal is available without a password. The URL below provides a direct link to the form. Please be prepared to provide the following:

- Provider's first and last name and phone number
- Member's first and last name, date of birth, and Medicaid identification number
- Date, time, and location where the critical incident occurred
- Type of critical incident
- Details about the critical incident
- Date and time of notification to an investigative agency, if applicable (i.e., Division of Family Services (DFS), Adult Protective Services (APS), Law Enforcement, Division of Health Care Quality- Acute and Long Term Care (DHCQ), Division of Substance Abuse and Mental Health (DSAMH), Division of Developmental Disabilities Services (DDDS), etc.).

All critical incidents should be reported within one business day of discovery.

Portal link: <https://hssdedhssprod.wellsky.com/assessments/?WebIntake=9A2787C9-BDCF-449A-BFD7-59B32DD77BE7>

Training link: <https://training.wellsky.com/delaware/>



Monitoring Children (Ages 1-17 years of age) on Antipsychotic Medications: Metabolic Side Effects and Testing Requirements

Why Does This Matter?

Children and adolescents prescribed antipsychotics are at increased risk for metabolic syndromes including

- Weight gain and obesity
- Type 2 diabetes mellitus
- Hypertension
- Dyslipidemia (abnormal cholesterol and triglyceride levels)

Early detection is crucial to prevent serious long-term health impacts.

Metabolic Risks to Watch For

Antipsychotic medications, particularly second-generation antipsychotics (SGA's) like risperidone, aripiprazole, and olanzapine, can cause:

- Increased appetite and rapid weight gain
- Insulin resistance progressing to Type 2 diabetes
- Elevated blood pressure
- Elevated LDL cholesterol and triglycerides
- Lowered HDL ("good") cholesterol

Required Monitoring (APM Specifications)

- Who: Children and adolescents ages 1-17 years who received two or more antipsychotic prescriptions during the year.
- What test is required: Both of the following lab panels must be completed during the calendar year (January 1-December 31):
- Blood Glucose Testing: examples-fasting glucose, HbA 1c, or glucose-specific test panel
- Cholesterol testing: examples-LDL-C, HDL-C, Total Cholesterol or lipid panel
- Acceptable Testing Methods:
- Blood tests from venipuncture or finger stick
- Tests ordered through primary care or behavioral health providers



How can you help?

- Order glucose and cholesterol labs at medication initiation and annually.
- Document results in the medical record.
- Educate families about why testing is important, as many families are unaware of the risks.
- Collaborate across specialties for coordinated care.

Thank you for your commitment to Quality Pediatric Behavioral Health!

References:

1. Impact of the AACAP practice parameters on the metabolic adverse event monitoring for second generation antipsychotics (SGAs) in children and adolescents

https://www.researchgate.net/publication/374452369_Adherence_to_Recommended_Metabolic_Monitoring_of_Children_and_Adolescents_Taking_Second-Generation_Antipsychotics

2. National Committee for Quality Assurance. HEDIS MY2025, Volume 2: Technical specifications for health plans. NCQA. <https://www.ncqa.org/hedis/measures/>

3. Practice parameters for the use of atypical antipsychotic medications in children and adolescents

https://www.aacap.org/App_Themes/AACAP/docs/practice_parameters/Atypical_Antipsychotic_Medications_Web.pdf



Find a Doctor, Drug, or Pharmacy

As an AmeriHealth Caritas Delaware provider, you are part of a dedicated network that is ready to meet our members' health care needs. We'll work with you to ensure that our members receive access to the quality health care they need.

Our network is designed to provide our members with integrated care. Find other committed providers like you in the directories below.

<https://www.amerihealthcaritasde.com/member/find-provider>

Do You Know Your Account Executive?

Are you aware of who your AmeriHealth Caritas Delaware Account Executive is?

<https://www.amerihealthcaritasde.com/assets/pdf/provider/account-executives.pdf>





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