

We're here to support you in delivering behavioral health solutions to our members.

AmeriHealth Caritas is a national leader in health care solutions for people who are at a low income level and/or are chronically ill.

From our humble beginnings in 1983 in a West Philadelphia hospital, we've grown into one of the largest and most respected Medicaid managed care organizations in the country. Today, we serve more than 5 million members in 13 states and the District of Columbia.

As a participating behavioral health provider with an AmeriHealth Caritas health plan, you'll benefit from the resources and support we offer as a company.

Our experienced Account Executives are poised to support you and your practice as you work to provide high-quality care to our members. Your AmeriHealth Caritas health plan Account Executive is your connection to an array of behavioral health practice support services including up-to-date, evidence-based practice information and local and national service trends and resources.

As a participating behavioral health provider with an AmeriHealth Caritas health plan, your practice will have access to:

- Reference materials on effective screening, referral, and treatment practices, as well as online educational resources such as our exclusive Behavioral Health Provider Toolkit, virtual case-based learning opportunities, and e-learning modules on a variety of health topics specifically designed for behavioral health providers.
- Our Let Us Know program, which enables you to quickly and easily refer a member who needs greater levels of support. Request member follow-up by completing the Member Intervention Form found on the health plan website, and the health plan's Rapid Response and Outreach Team will respond to your referral within 48 business hours.
- Assistance from your Account Executive on any questions regarding claims submission and streamlined payment options.
- Practice-specific data on important health care quality measures to help you to stay informed on our members' rates of receiving preventive care, care gap reminders for specialty care if needed, and medication adherence.
- Information on local community services and resources that promote behavioral health, wellness, and recovery and address needs related to social determinants of health, like transportation, employment, education, and housing.
- Depending on your location, access to state-of-the-art technology providing virtual case-based learning opportunities designed to inspire knowledge exchange and improve providers' connectedness with other health care professionals.



Our members, your patients, will have:

- **Access to quality Behavioral Health Benefits.** AmeriHealth Caritas health plans will help ensure your patients have timely and local access to quality primary and specialty behavioral and physical health care, including substance use treatment and other evidence-based services.
- **Comprehensive community wellness services.** Your patients' benefits include access to health promotion and wellness information and events that help prevent illness, promote well-being, and manage chronic physical and behavioral health conditions.
- **Face-to-face community-based care teams.** Our care teams address the layered needs of our members. Teams include plan Medical Directors, Care Managers (registered nurses and licensed social workers), and skilled Care Connectors and Community Health Navigators, as well as a frontline Rapid Response and Outreach Team. All collaborate with providers and members to identify and address member whole-health needs.

Data-driven analytics

AmeriHealth Caritas health plans are committed to offering data-driven and evidence-based services that exceed local requirements and deliver improved quality outcomes for all.

We strive to provide real-time insights and decision-support tools to identify efficiencies and opportunities for our provider partners. For example, we can distinguish which members are continuing their treatments from those who need outreach for continued progress. Our skilled Care Managers provide this support through member outreach and engagement techniques designed to improve continuity of care, especially during care transitions when members may need us most.

Value-based care

For more than 10 years, AmeriHealth Caritas has partnered with providers to deliver value-based programs. We use a value-based care model that incentivizes high-quality, cost-efficient care over the traditional fee-for-service system that pays for a volume of services, regardless of the value of the service. Our ability to transform provider compensation to a value-based structure can help increase opportunities for states and providers to better integrate physical and behavioral health services, address social determinants of health, fill provider workforce gaps, improve Healthcare Effectiveness Data and Information Set (HEDIS®) rates, and reduce overuse of opioids and other high-risk medications.

Join our provider network

To become an AmeriHealth Caritas provider, visit becomeaprovider.amerhealthcaritas.com.

For more information about AmeriHealth Caritas, visit www.amerhealthcaritas.com.

Our mission:

We help people get care, stay well, and build healthy communities.

