

OUR PROVIDER COMMITMENT



AMERIHEALTH CARITAS FAMILY OF COMPANIES

AmeriHealth Caritas is a national leader in providing managed care solutions and comprises one of the largest families of Medicaid companies in the United States. With our mission-driven legacy of more than 35 years, we're more than just another health insurance company. Every day, we put care at the heart of our work for our members, their families, and our providers.

WE WILL CONTINUOUSLY LOOK FOR INNOVATIVE SOLUTIONS.

We are dedicated to creating better ways to provide care — a model that allows providers to serve patients in new ways while encouraging members to be more engaged in their own care. AmeriHealth Caritas offers chronic condition management programs to improve health outcomes for members with asthma, cardiovascular disease, chronic obstructive pulmonary disease, diabetes, and other chronic conditions.



“Prestige Health Choice* has been a terrific partner to work with over the last several years...Prestige is always willing to work with us regarding population health and addressing care gaps for particular conditions, especially preventive health screenings and chronic disease management. They are willing partners regarding pilot projects to try new and innovative approaches to health care and population management; some of these include telehealth for diabetes education and behavioral health. I am very pleased with our relationship with Prestige and would highly recommend them to anyone.”

Michael F. Gervasi, D.O.
Former President and Chief Executive Officer, Florida Community Health Centers Inc.

WE WILL PAY YOUR CLAIMS ON TIME.

Our e-solutions help you optimize productivity. AmeriHealth Caritas contracts with Change Healthcare, the largest electronic data interchange (EDI) clearinghouse in the country, to offer state-of-the-art EDI services to our providers. EDI optimizes productivity by streamlining your workflows and ensuring efficient claims submission and accurate, timely reimbursement. In 2019, we processed more than 36.6 million claims, and, of those, 87% were auto-adjudicated.



“I am very happy to report that not only does AmeriHealth Caritas pay promptly, they actually make it easy to do business with them. As an FQHC, we have a very lean organization with limited staff. When an error does occur on our side, AmeriHealth Caritas is easy to work with to resolve any issues. Whether we submit electronically or via paper, they are efficient and prompt. ...”

Joseph H. Hollander
Chief Executive Officer, The Clinics at Scranton Primary Health Care Center



OUR ACCOUNT EXECUTIVES WILL GIVE YOU THE SUPPORT YOU NEED.

Dedicated Account Executives

At AmeriHealth Caritas, we are actively committed to ensuring our participating providers have the information and assistance they need to partner with us and provide quality care for our members. Our approach includes dedicated, local Account Executives who know and work tirelessly in your market, ongoing education, searchable online tools, and regular plan-to-provider communications.

Efficient credentialing

AmeriHealth Caritas is a certified National Committee for Quality Assurance (NCQA) credentials verification organization. We encourage our providers to participate with the Council for Affordable Quality Healthcare Inc. and to keep all of their exhibits current so that we can make the credentialing process seamless for them.

Easy prior authorization process

AmeriHealth Caritas knows your time is valuable. Our prior authorization management system allows you to submit your requests online, by phone, or by fax. Your requests will be responded to promptly so that you can provide the best health care possible to our members.

“We are able to seamlessly add new providers and clinical sites to expand access to care with timely response from AmeriHealth Caritas for credentialing. Expediting referrals for AmeriHealth Caritas members to higher levels of care is another crucial patient care factor enhanced by their provider network...”



“The (AmeriHealth Caritas Community HealthChoices) Network Management Team is extremely efficient and customer-focused. Questions by providers and billers are answered completely and timely. Claims management and administrative issues are solved quickly and graciously without exception.”

**Mary Wetherall, R.N., MSN, H.N.-B.C., Chief Executive Officer,
NEPA Community Health Care**

WE BELIEVE THE PROVIDER-PLAN RELATIONSHIP IS A TRUE COLLABORATION.

We understand that a successful managed care program depends on a true collaboration with all providers of care. Providers can count on AmeriHealth Caritas to:

- Ensure access for members through robust provider networks and telemedicine strategies for rural populations.
- Collaborate closely with hospitals, primary care providers, specialists, and “safety net” providers.
- Deliver value by conveying the information needed to improve patient care.
- Offer shared-savings incentives that promote better outcomes and accountable care.



“We have worked closely with AmeriHealth Caritas since they came to the D.C. market, collaborating on projects and initiatives aimed at improving health outcomes. They have proven to be a competent and innovative partner that is committed to building a healthy community and helping those most in need to get healthy and stay healthy. Most recently, AmeriHealth Caritas DC was the first MCO to partner with us on a groundbreaking telemedicine program, allowing our AmeriHealth Caritas-insured patients to receive behavioral health counseling via a HIPAA-compliant audio/video connection. This enables our counselors to connect with patients who cannot physically come to the clinic for services.”

Maria Gomez, R.N., MPH
President and Chief Executive Officer, Mary’s Center

OUR MISSION

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

CONTACT INFORMATION

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