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| Who We Are | |
| Updated counties served. | 13 |
| Definitions: Updated definitions as appropriate. | 20 - 36 |
| Referral & Authorization Requirements | |
| Added NaviNet Provider Portal Medical Authorizations language for Prior Authorization as appropriate, throughout Referral & Authorization Requirements section. | 43-67 |
| Services Requiring Prior Authorization: Added clarifying language to list of services requiring prior authorization review for medical necessity and place of service. Updated Chiropractic services and home health services language. | 48 |
| Prior Authorization Lookup tool: Added additional payment may also be adjusted if the member's eligibility changes between the time authorization was issued and the time the service was provided. | 52 |
| Medically Necessary: Updated the Medically Necessary section to reflect updated definition. | 52 |
| Behavioral Health and Substance Abuse – By County: Updated the County, Behavioral Health Plan, and phone number as appropriate. | 16 -19 |
| Home Accessibility DME: Added clarification to the definition and coverage of Home Accessibility DME. | 59 |
| Diapers/pull-up diapers: Added prior authorization language. | 60 |
| Home Oxygen Therapy: Clarification added regarding letter of medical necessity from the treating provider. | 60 |
| Emergency Medical Services | |
| Replaced JIVA with Medical Authorizations where appropriate. | 63 - 67 |
| Maternity/Obstetrical Observation Stay: Updated how a Maternity/Obstetrical Observation Stay is defined. | 65 |
| Medical Observation Stay: Updated how a Medical Observation Stay is defined. | 66 |
| Updated inpatient notification and medical necessity timeframes, and Concurrent Review by the Plan of inpatient hospitalizations. | 68 |
| Utilization Management Inpatient Stay Monitoring: Updated time frame for hospitals to provide clinical information to the Plan. | 68 |
| Medical Supplies: Authorization language added for members over age of three for diapers/pull-up diapers. | 73 |
| Detained Newborns and Other Newborn Admissions: Updated billing code DRG-391 with APR-DRG 640X. | 74 |
| Added Area Agencies on Aging phone numbers for ACP service counties. | 76 - 78 |
| Bright Start Maternity Program Overview: Updated language regarding goal and composition of program. | 78 |
| Outpatient Laboratory Services: Updated laboratory options. | 80 |
| Pharmacy Prior Authorization Process: Added Pharmacy Services Fax Number | 99 |
| Non-Covered Medications: Removed Drugs and other items prescribed for any of the following: obesity, anorexia, weight loss, weight gain, or appetite control unless the drug | 105 - 106 |

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| or item is prescribed for any medically accepted indication other than obesity, anorexia, weight loss, weight gain or appetite control. | |
| Member Eligibility | |
| Added PCP name and phone number to the list of information on the Plan Identification Card. | 117 |
| Loss of Benefits: Removed language regarding enrollment in Community HealthChoices when DHS disenrolls a member from the Plan. | 127 |
| Provider Services | |
| NaviNet: Added the Medical Authorizations work flow. | 130 |
| Primary Care Practitioner (PCP) & Specialist Office Standards and Requirements | |
| Adult Protective Services: Updated the website URL. | 139 |
| Department of Health Division of Immunizations: Updated address. | 140 |
| Claims | |
| National Provider Identification Number: Updated the NPI Enumerator address. | 160 |
| Updated: Provider Correction Action Plan (PCAP) to Provider Corrective Action Plan (PCAP). | 169 |
| Reporting and Preventing Fraud, Waste and Abuse: Updated the Department’s Reporting Form URL. | 173 |
| Payment Limitations: Changed title to Emergency Room Payment Limitations for clarity. | 175 |
| Provider Dispute/Appeal Procedures; Member Complaints, Grievances, and Fair Hearings | |
| What is a Complaint? Updated definition to current, required definition. | 185 |
| External Grievance Review: Updated the mailing address. | 194 |
| Quality Assurance Performance Improvement, Credentialing, and Utilization Management | |
| Southeast Behavioral Health/Physical Health MCO Pharmacy & Therapeutics Committee: removed obsolete language. | 209 |
| Credentialing/Recredentialing Requirements: Added hospital based practitioner specialties that are not credentialed. | 210 |
| Facility Requirements: Updated information that must be submitted with the credentialing application to include “or letter from CMS, or if the most recent survey is older than 3 years old at the time of verification”. | 215 |
| Utilization Management Inpatient Stay Monitoring: Added Lack of timely notification may result in a Denial of Services language. | 224 |
| Timeliness of UM Decisions: Updated Table 1: Timeliness of UM Decisions – Excludes Pharmacy table updated as needed. | 224 |
| Denial and Appeal Process: Updated language to include Prior authorization is not a guarantee of payment for the service authorized. The Plan reserves the right to adjust any payment made following a review of the medical records or other documentation and/or following a determination of the medical necessity of the services provided. | 225 |

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| Additionally, payment may also be adjusted if the member’s eligibility changes between the time authorization was issued and the time the service was provided. | |
| Physician Reviewer Availability to Discuss Decision: Updated timeframe to call to discuss medical necessity decision from up to 5 business days from the Member’s discharge to within 5 business days of the verbal/faxed decision notification. | 225 |
| Special Needs and Care Management | |
| Population Health Management (PHM): Added Hemophilia to list of Chronic Diseases and updated Case Management multi-faceted approach language. | 228 |
| Outreach & Health Education Programs: Added provider’s role to identify and refer high risk Members to appropriate programs and how to reach Outreach & Health Education staff. | 236 |
| Member Rights and Responsibilities | |
| Member Rights & Responsibilities: Added gender identity and how providers can obtain Member Rights and Responsibilities on our website. | 240 |