

# Our Provider Commitment



AmeriHealth Caritas  
200 Stevens Drive  
Philadelphia, PA 19113-1570  
[www.amerhealthcaritas.com](http://www.amerhealthcaritas.com)

Scan to learn more.



# AmeriHealth Caritas Family of Companies

AmeriHealth Caritas is one of the nation's leaders in health care solutions for those most in need. With our mission-driven legacy of more than 40 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.



"AmeriHealth Caritas District of Columbia operates on the cutting edge of health care. Their innovative approach has made tremendous strides in improving health outcomes for the people we serve. We serve adults with severe behavioral health issues and complex health conditions who are often homeless. Nobody else has been as breathtakingly brilliant when it comes to serving the most disenfranchised members of our community as AmeriHealth Caritas District of Columbia. They care about their members and invest in their members' health, which leads to decreased costs to Medicaid. We hope their methods are replicated all over the city and all over the country."

**Ann Chauvin**

Executive Director, Woodley House



## 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 helping to ensure efficient claims submission and accurate, timely reimbursement. In 2022, we processed 55.9 million claims, and of those, over 90% 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.



---

“Select Health of South Carolina (an AmeriHealth Caritas health plan) is the largest payer we work with. Our Account Executive has distinguished herself as one of the best among all the MCOs we partner with. She and her team are always responsive to our needs, come to us with innovative solutions, and are proactive in helping us close our patients’ gaps in care. Our employees, patients, and our community truly benefit from the strong partnership we have formed with AmeriHealth Caritas.”

### **Jim Eubanks**

Chief Executive Officer, Health Care Partners of South Carolina

# 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 physicians, 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.



---

“In today’s health care market, it is important that patients, providers, and managed care organizations work together as partners to achieve the very best outcomes. Without this synergy, we will never achieve the important Quadruple Aim of the right care for the right patient at the right time and for the right amount. AmeriHealth Caritas has gone above and beyond to make sure that the voices of all stakeholders are heard and become a part of how they do business. It is great to see that high-quality medical care, provider respect, and satisfaction are a top priority in all that they do.”

### **George H. Shade, Jr., MD, FACOG**

Senior VP and Chief Medical Officer, Detroit Community Health Connection, Inc.