

Working With Providers to Improve Health Outcomes



About us

AmeriHealth Caritas is one of the nation's leaders in health care solutions for those most in need.

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 approximately 5 million members in 12 states and the District of Columbia with:

- [Quality, award-winning managed care health plans](#), including Medicaid, Medicare, health insurance marketplace, long-term services and supports (LTSS), behavioral health, and pharmacy benefit management services
- [Value-added services](#) like health outreach and job training that push the boundaries of what Medicaid managed care historically hasn't offered
- [Innovative, cost-effective solutions](#) that provide top-notch care while improving the efficiency and predictability of Medicaid spending for our state and federal partners
- [A Next Generation Model of Care](#) that treats the whole person and puts healthy outcomes at the center of our services

As our Chairman and CEO Paul Tufano says, [we're in the dignity business](#) – helping our members find their way to health, independence, and prosperity.

A decade of improving outcomes in Louisiana

In 2022, our Louisiana health plan celebrates 10 years serving Louisiana members. Since 2012, the plan has partnered with the Louisiana Department of Health (LDH), providers, and community organizations to create a whole-person, community-focused culture of care. This includes opening Wellness and Opportunity Centers in Shreveport and New Orleans. Our health plan quickly became a top performer¹ among other Medicaid managed care plans in the state. Below are our most recent successes:

- Since its first accreditation in 2017 until as recently as 2021, our Louisiana health plan continues to hold a Commendable accreditation status and the Multicultural Healthcare Distinction awarded by the National Committee for Quality Assurance (NCQA).¹
- According to the LDH 2020 Managed Care Quality Dashboard, AmeriHealth Caritas Louisiana leads all Healthy Louisiana managed care organizations (MCOs) in nine out of fifteen (60%) incentive-based quality measures, including all well-care visit measures.
- In the 2021 provider satisfaction survey, our Louisiana health plan scored higher on average than all other managed care organizations for provider relations, provider enrollment, provider resources, and provider education.
- In 2021, *Baton Rouge Business Report* named our Louisiana health plan as one of its Best Places to Work for the sixth year in a row.
- Our 2021 Consumer Assessment of Health Care Providers and Systems (CAHPS®) child survey results indicate a favorable health plan rating of 85%.
- Our Louisiana health plan achieved national Silver recognition in the American Heart Association 2020 Workplace Health Achievement Index. AmeriHealth Caritas Louisiana earned the honor for taking significant steps to build a culture of health in the workplace.



1. NCQA Health Plan Report Card. National Committee for Quality Assurance, accessed June 13, 2022, <https://reportcards.ncqa.org/health-plans?q=AmeriHealth%20Caritas&dropdown-state=Louisiana&filter-state=Louisiana>

Improving maternity outcomes

To help improve birth outcomes and postpartum care for members, all of our Medicaid plans have implemented Keys to Your Care® as part of our larger Bright Start® maternity management program. Keys to Your Care is a texting program that reminds pregnant members who opt into the program of upcoming maternity checkups and provides evidence-based education on topics such as delivery and self-care. These interactive text messages continue throughout a member's pregnancy and 15 months postpartum, including education and reminders about well-child care needs for the infant. Members can also receive rewards for completing their prenatal appointments, postpartum appointments, and well-child visits.

We've found that our Bright Start and Keys to Your Care programs are associated with significant reductions in adverse birth outcomes and increased pre- and postpartum visits. When comparing our most recent data with the baseline from 2020, the results from our Michigan plan demonstrate improvements in several key measures, as shown here:

Prenatal and postpartum outcome measures	2020 baseline	2021 outcomes	2020 - 2021 improvement in percentage points
Number of deliveries	5,313	5,663	N/A
Percentage of eight or more prenatal visits	22.42%	27.69%	5.27 points
Percentage of newborn NICU admissions	12.36%	11.91%	0.45 points
Percentage of first trimester visits	45.23%	55.72%	10.49 points
Percentage of postpartum visits	62.22%	65.87%	3.65 point

Addressing social determinants of health during the COVID-19 pandemic

From March 2020 through December 2020, Pennsylvania experienced various challenges related to shutdowns due to the COVID-19 pandemic. During this time, our LTSS plan in Pennsylvania implemented innovative strategies to help ensure that participants who had been receiving home-delivered meals had both emergency and shelf-stable meals and that those who had been attending Adult Day Centers (ADCs) continued to receive meal services they previously received from these facilities. These initiatives were supported by the plan's collaboration with its non-emergency transportation provider. Key activities to support participants included:

- The plan surveyed home-delivered meal providers and confirmed that 75% had the capacity to continue providing services and delivering emergency and shelf-stable meals to plan participants during the shutdown.
- The plan worked with ADCs to support the continued provision of meals to participants after centers were mandated to close. This ensured participants received meals they normally would have received if the ADC was open.
- Throughout the pandemic, participants continued to receive meals to limit the impact of possible supply chain issues and to support their need for reserve meals.
- The ADCs delivered 18,417 fresh meals to 1,461 participants during this time.

Join us. Become an AmeriHealth Caritas provider.

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

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



www.amerihealthcaritas.com

Updated: October 2022

All images are used under license for illustrative purposes only. Any individual depicted is a model.

ACNWM_222116369