Connecting person to person.
Building healthier communities.
Maximizing effective approaches to care.
Partnering long-term with customers.
Committed.
Connecting more than 5 million members with critical, high-quality health care services in 17 states and District of Columbia.

Rooted.
We have been a partner in Pennsylvania for more than 30 years.

CHC Leadership Team.
Pattie Wright – Administrator
Kathy Gordon, RN – Director of LTSS
Chris Bruette – Director of LTSS Network
Steve Orndorff – Director of PH Network
Jen Rogers – Director of Service Coordination
Tiffany Earle, LCSW – Manager, Community Well Duals

Together our team has extensive experience and knowledge in implementation and management of Medicaid, Medicare, LTSS and Waiver services.

Our leadership staff is fully supported by a team of talented individuals in our Philadelphia, Harrisburg and our new Pittsburgh offices.
Managed LTSS (MLTSS)
Service Coordinator for NFCE (Nursing Facility Clinically Eligible)

Service Coordinator’s role is personal with face-to-face contact to:

• Help Participants navigate the system and coordinate their care
• Be the single point of contact for Participants
• Provide information to the Participants, Supports, and Providers
• Facilitate needed access, location, coordination and monitoring services and supports

Community Well Duals (CWD)
Care Coordination for the Community Well Duals (Nursing Facility Ineligible)

Care Coordinator’s role with the CWD participants is to:

• Screen and identify CWD participants who may have unmet needs
• Refer CWD participants for possible LTSS enrollment
• Provide active coordination during acute/episodic changes in health
• Facilitate needed access, location and coordinating care with Medicare and Medicaid providers and benefits
Our multifaceted approach addresses the needs of participants connecting them with health and LTSS services to maximize independence. Our approach includes:

- **Engaging, educating, and empowering participants** to actively participate in improving their health outcomes.
- Ensuring services and supports are **consumer-directed and family focused**.
- Involving participants, caregivers, providers, behavioral health care, and representatives from the housing, employment and social service systems in the care planning and management process.
- Using community-based services to avoid or delay institutional care, supporting members who desire to remain in a home- and community-based setting.
Provider Support and Partnership: Provider Network Account Executives

- AmeriHealth Caritas Provider Network Account Executives have experience with both physical health and LTSS services. They function as a provider relations team to support, advise and educate our providers.

- Committed to providing education and on-site support on the claims process to ensure prompt payment for rendered services.

- The Account Executives will provide training and education for all providers pre- and post- implementation through:
  - Face to Face individuals meetings at your location(s)
  - Provider forums
  - Webinars
  - Association-hosted meetings
Provider Contracting

- Agreements have been mailed
- Contracting with any willing provider
- All providers must be enrolled with MA under provider type 59 for HCBS and provider type 03 for Nursing Facilities.
- Provider must also have a current, active service location extension for each office and specialty
  - Home and Community Based Services
  - Service Coordination Entities
  - Transportation, Meals etc.
  - Nursing Facility
- Please submit all requests and documents to the dedicated CHC provider mailbox
Dedicated CHC Provider Mailbox

- Dedicated mailbox for CHC providers
- Submit questions to AmeriHealth Caritas
- Submit requests to join the AmeriHealth Caritas network

CHCPROVIDERS@amerihealthcaritas.com
More than 30 YEARS of making care the heart of our work.

CARE IS THE HEART OF OUR WORK™

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

CE-162335