

CARE IS THE HEART OF OUR WORK

Provider Digest

Provider Digest — September 2022

AmeriHealth Caritas North Carolina (ACNC) is committed to providing the support you deserve. You will find the following topics in this email:

- [NEW 2022 Provider Satisfaction Survey coming soon](#)
 - [Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\) and the Oral Health Periodicity Schedule](#)
 - [NaviNet and helpful provider resources](#)
 - [*Upcoming* Preferred Drug List Release: October 1, 2022](#)
 - [COVID-19 Vaccination Eligibility and Overdue Report](#)
 - [Diversity, Equity and Inclusion \(DEI\): Dismantling Bias in Maternal and Infant Healthcare™](#)
 - [Understanding and Enrolling in Electronic Funds Transfer \(EFT\) Training](#)
 - [Meet our Team: Heidi Chan, Market President](#)
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New 2022 Provider Satisfaction Survey

We want to hear from you! This fall, we'll be reaching out to a sample of our provider practices with a Satisfaction Survey to help us gain insight into how we are doing. The survey will take about 15 minutes to complete. Results from the survey will be used to guide administrative and operational changes to our health plan and point out areas that might need improvement.

If you receive the welcome letter and survey in the mail, there are two ways to complete the survey:

1. Online, using the credentials given in the letter, by going to www.sphsurvey.com
2. Complete the enclosed survey and return it using the pre-paid envelope

Thank you for your continued partnership with ACNC in the service of our members, and for your critical role in providing and coordinating care for them.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) and the Oral Health Periodicity Schedule

As an EPSDT provider, your patient "screening" visits include a complete exam, no-cost vaccines, and vision and hearing tests. This should also include performing any oral health assessments, evaluations, prophylaxis and oral hygiene counseling for children under age. The North Carolina Division of Medical Assistance Oral Health Periodicity Schedule is available on our website. It recommends appropriate intervals of care which correspond to reasonable standards of dental practice.

By 6 months old, infants should receive an oral health risk assessment from their primary health care provider or qualified health care professional that includes:

- Using patient caries-risk assessment tool, assess patient for developing oral disease
- Providing parent education on infant oral health
- Evaluating and optimizing fluoride exposure

All children should be referred to a dentist for the establishment of a dental home **no later than age 3 and by 12 months old, if possible**. Children determined by their Primary Care Provider or Pediatrician to be at risk for Early Childhood Caries (ECC) should be referred to a dentist as early as 6 months, after the first tooth erupts, or 12 months old (whichever comes first) for establishment of a dental home.

Children at risk for ECC are defined as:

- Children with special health care needs
- Children of mothers with a high caries rate
- Children with demonstrable caries, heavy plaque, and demineralization ("white spot lesions")
- Children who sleep with a bottle or breastfeed throughout the night

Please refer to pages 31 and 85 of our [Provider Manual \(PDF\)](#) for more information on EPSDT and oral health or find additional information inside the [Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\) Orientation Training \(PDF\)](#) from the provider training page of our website.

NaviNet and helpful provider resources

NaviNet is an easy-to-use, no-cost, secure provider portal that links your practice to ACNC. You can track authorizations and claims status, but NaviNet also provides you with access to:

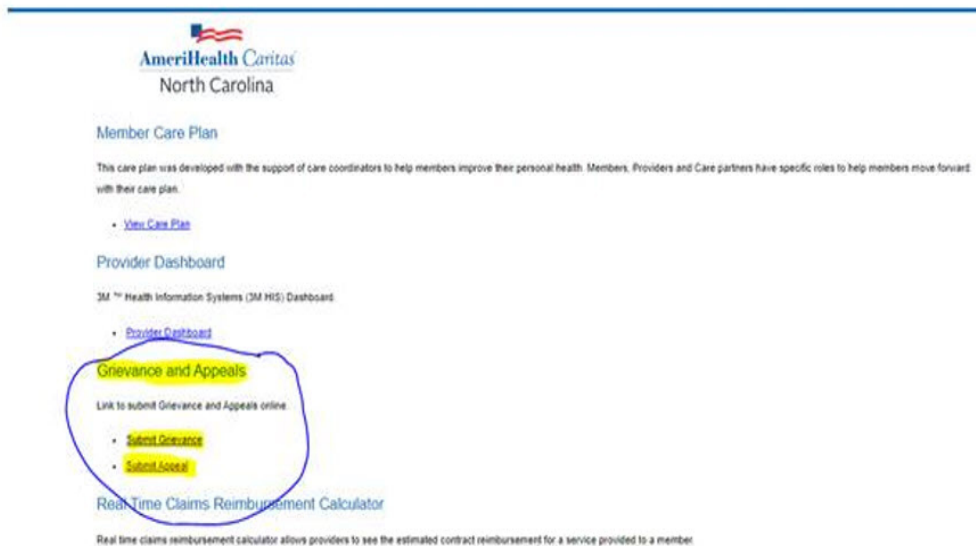
- Administrative reports
- File a grievance or appeal
- Multiple clinical reports
- Panel rosters
- NEW Tools for Quality Outcomes

File provider grievance and appeals

Filing provider grievances and appeals can now be accomplished via NaviNet. See the Forms and Dashboards link under Workflows on the left-hand side of the NaviNet homepage.



Then, select the path you need for either a grievance or appeal.



Find out more about NaviNet and [register here](#) or reach out to your dedicated Provider Network [Account Executive](#).

***Upcoming* Preferred Drug List Release: October 1, 2022**

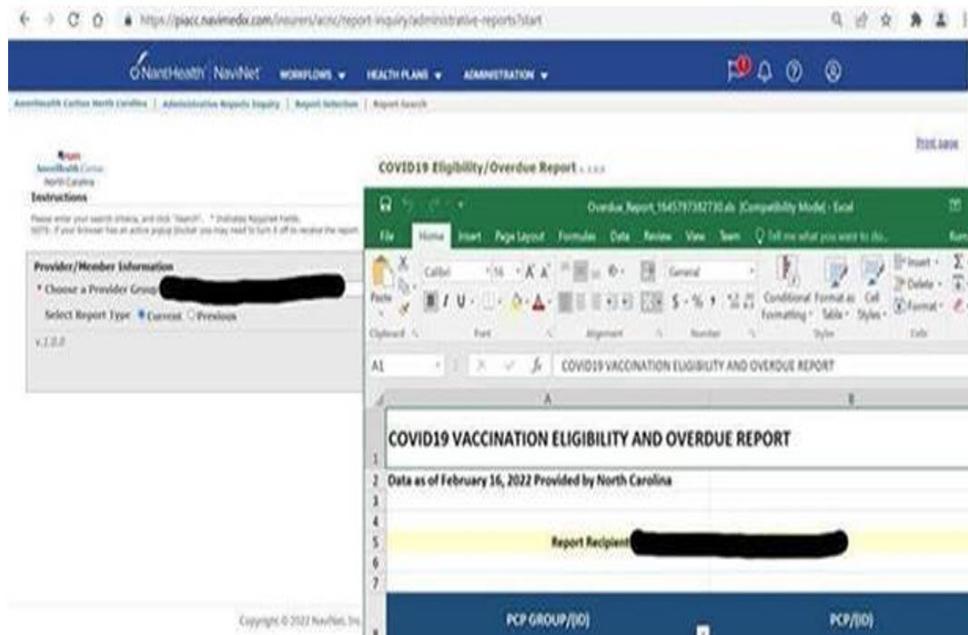
The North Carolina Medicaid and NC Health Choice Preferred Drug List (PDL) updates will be effective on October 1, 2022. Visit the [ACNC Pharmacy website](#) on October 1st to download the updated PDL.

COVID-19 Vaccination Eligibility and Overdue Report

ACNC continues to prioritize member vaccinations against COVID-19, as the Center for Disease Control (CDC) reminds us that vaccines are the most effective tool in preventing serious illness and hospitalization from COVID-19. Trusted provider partners play a vital role in this effort. Two important reminders:

- **NC Medicaid covers vaccine counseling encounters if face-to-face, telehealth or telephonic** [Special Bulletin COVID-19 184](#).
- **NC Medicaid increased the COVID-19 Vaccine Administration fee to \$65 earlier this year** [Special Bulletin COVID-19 210](#).

To help you in identifying those members who are not yet vaccinated, we are posting weekly updates to our **COVID-19 Eligibility and Overdue Report** [in our provider portal, NaviNet.](#)



TRAINING

Diversity, Equity and Inclusion (DE&I): Dismantling Bias in Maternal and Infant Healthcare™

In partnership with the March of Dimes, we are pleased to announce a training opportunity for our network providers that includes 3.5 hours of free Continuing Medical Education (CME) credits. This training, **Dismantling Bias in Maternal and Infant Healthcare**, will be held virtually on [Wednesday, October 26 from 8 a.m. to noon](#).

Understanding and Enrolling in Electronic Funds Transfer (EFT) Training

If you have not already registered for electronic funds transfer (EFT) payments, we have simplified the process with the addition of a downloadable registration form. To learn more, sign up for Understanding and Enrolling in EFT Training held [October 11, 2022](#), [November 8, 2022](#) or [December 6, 2022](#) from Noon to 1 p.m. ET. The training will help you find the form along with a step-by-step guide under EFT on the [Claims and Billing page of our website](#).

MEET OUR TEAM

Heidi Chan, Market President



Heidi Chan was named the Market President for AmeriHealth Caritas North Carolina in October 2019. She is the plan's primary point of contact with North Carolina and is responsible for strategic direction and general oversight of all the plan's day-to-day operations, including provider network management, marketing and community outreach, growth and leadership.

Chan has been with AmeriHealth Caritas since 2006. Before coming to North Carolina, she served as Market President of Blue Cross Complete of Michigan, a joint venture between Blue Cross Blue Shield of Michigan and AmeriHealth Caritas. Under her stewardship, Blue Cross Complete of Michigan was the state's fastest growing Medicaid managed care plan. Previously, she was the Director of Regulatory Affairs, Member communications and Compliance for AmeriHealth Caritas in Pennsylvania.

Chan holds a bachelor's degree in Public Policy from The Pennsylvania State University and a Master of Business Administration degree in Health Care Management from Regis University.

QUICK REFERENCE RESOURCE LINKS

[NCDHHS Taxonomy Enrollment Reminders](#) | [Medication Look Up Tool](#) | [Member Rights and Responsibilities](#) | [NaviNet Provider Portal](#) | [Prior Authorizations Reference Guide](#) | [Region Map and Account Executive Contact](#)

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact your Account Executive](#).

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