

The updated 2020 AmeriHealth Caritas Pennsylvania Community HealthChoices (CHC) Provider manual is now available online.

December 15, 2020

AmeriHealth Caritas Pennsylvania CHC announces the availability of the 2020 Provider Manual.

Examples of updates and changes include topics such as:

- Updated the section regarding Provider Informal Dispute and the Provider Formal Appeals Process to clarify items such as, definitions, processes, makeup of review panel, etc.
- Physician Reviewer availability to discuss medical necessity decisions - a Provider can call to discuss; changed from 2 business days to 5 business days. Outlined the intake process and Physician Reviewer response time.
- Pharmacy Services - section revised/updated to reflect that AmeriHealth Caritas Pennsylvania CHC adheres to the Pennsylvania Department of Human Services (DHS) statewide preferred drug list (PDL) for drugs and classes that are included. Medication classes that are not included in the state PDL are reviewed and approved by the AmeriHealth Caritas Pennsylvania CHC's Pharmacy and Therapeutics Committee.
- Critical Incident Reporting - Added definition: A critical incident is an occurrence of an event that jeopardizes the Participant's health or welfare. Added two other required reporting requirements
 - Death (other than by natural causes)
 - Serious injury that results in emergency room visits, hospitalizations, or death;
- Clarified services that all Bright Start Participants receive
- Updated Participants Rights and Responsibilities

For the list of the 2020 manual updates and changes, and to access the manual in its entirety, visit the provider center at www.amerhealthcaritaschc.com → Provider → Provider manual and forms.