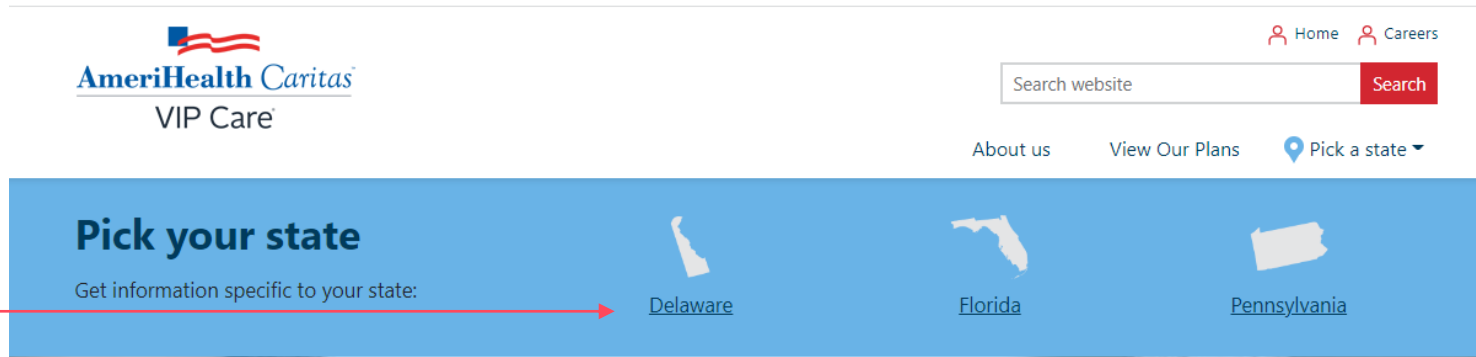


Provider Resources

A Quick Guide on Provider Resources

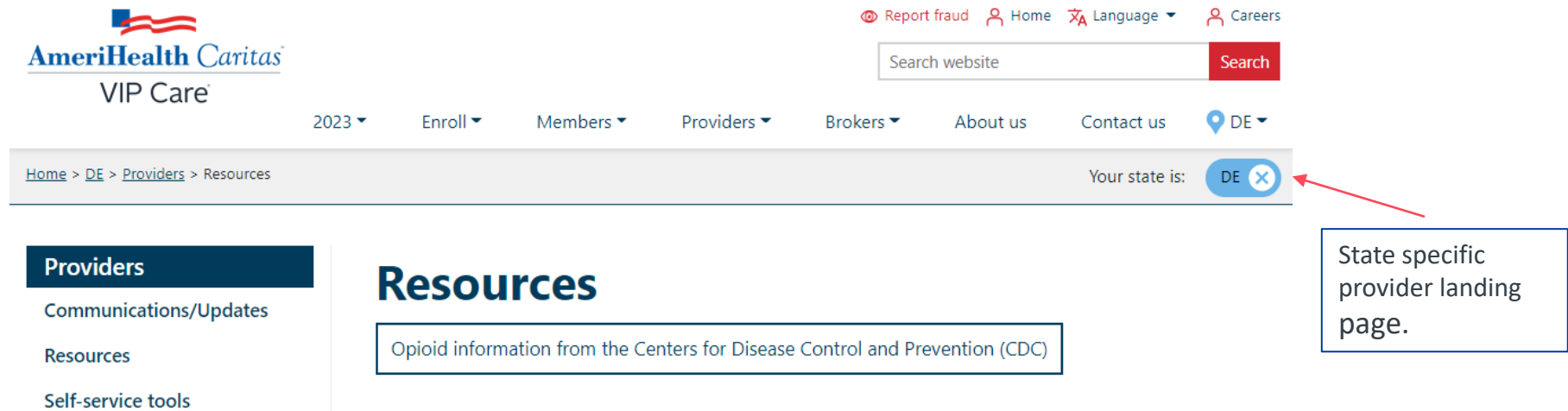


AmeriHealth Caritas VIP Care Website



The screenshot shows the main landing page of the AmeriHealth Caritas VIP Care website. At the top left is the logo. To the right are links for Home and Careers, and a search bar. Below the search bar are links for About us, View Our Plans, and a 'Pick a state' dropdown menu. The main content area is a blue banner with the heading 'Pick your state' and the text 'Get information specific to your state:'. Below this text are three map icons for Delaware, Florida, and Pennsylvania, each with a link below it. A red arrow points from a text box on the left to the Delaware link.

Main landing page. Select your state.



The screenshot shows the state-specific provider landing page for Delaware. At the top left is the logo. To the right are links for Report fraud, Home, Language, and Careers, and a search bar. Below the search bar are navigation links: 2023, Enroll, Members, Providers, Brokers, About us, Contact us, and a 'DE' dropdown menu. Below the navigation is a breadcrumb trail: Home > DE > Providers > Resources. On the right, it says 'Your state is: DE' with a close button. A red arrow points from a text box on the right to the 'DE' button. The main content area has a dark blue sidebar with 'Providers' selected, and a 'Resources' section with a link to 'Opioid information from the Centers for Disease Control and Prevention (CDC)'.

State specific provider landing page.

Website Highlights

Available resources on the website:

- Provider Manual.
- Prior Authorization Lookup Tool.
- Searchable Provider Directory.
- Searchable Drug Formulary.
- Training Modules.
- Provider Communications.
- Forms.
- Provider Reference Guide.
- Link to NaviNet.
- And much more...

www.amerihealthcaritasvipcare.com

Provider Manual Highlights

- AmeriHealth Caritas VIP Care Overview
- Provider and Network Information
- Provision of Services
- Model of Care and Integrated Care Management
- Utilization Management
- Grievances, Appeals, and Fair Hearings
- Quality Assurance and Performance Improvement Program
- Cultural Competency Program and Requirements
- Behavioral Health Care

The complete Provider Manual can be found on the AmeriHealth Caritas VIP Care website at www.amerhealthcaritasvipcare.com under the Provider Communications link.

NaviNet Provider Portal Highlights



NaviNet is America's leading healthcare provider portal connecting over 40 health plans and 60% of the nation's physicians. NaviNet is not only used by AmeriHealth Caritas VIP Care, but also payers like Cigna and Aetna.

Through NaviNet providers can:

- Check claim status.
- Print copies of remittances.
- Check member eligibility.
- Enter authorization requests.
- Generate quality and care gap reports.

To sign up for NaviNet go to the link on our website or <https://navinet.secure.force.com/>

More than
30 YEARS
of making
care the heart
of our **work.**

