

**To:** AmeriHealth Caritas Next and First Choice Next Providers

**Date:** September 11, 2024

**Subject:** Population Health/Coordination of Medical Care

The Population Health program uses evidence-based practice guidelines and is structured around a member-based decision support system that drives both communication and person-centered care plan development through a multidisciplinary approach to management. The plan's Population Health team works proactively to meet our members' needs at all levels to maximize health outcomes.

The team includes:

- Nurses
- Licensed mental health and substance use disorder professionals
- Care Connectors
- Clinical pharmacists
- Plan medical directors
- PCPs
- Specialists
- Community agencies
- Members and their caregivers, parents, or guardians

### Population Health Program Participation

We offer all plan members the chance to participate in Population Health programs. Members can opt out on request. Providers may also contact the plan to enroll members in a program, and members may contact the plan to self-refer into a program. For specific Population Health-related needs, members are identified when they enroll in the plan through systematic risk stratification. We include a new member assessment in the member's welcome packet to help identify current health conditions and health care services. Based on their responses to this initial health assessment, we identify members for participation in the appropriate care management program. We also identify members for participation through telephonic outreach. The plan systematically restratifies members quarterly. Members are encouraged to let the plan know if they have a chronic health condition or special health need, or if they are receiving ongoing care.

AmeriHealth Next and First Choice Next are individual and family health plans offered by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.

## Rapid Response and Outreach Team (RROT)

This team is designed to address the needs of Members in accessing needed health care by identifying and decreasing barriers to such care. The RROT also gives support to Providers and their staff, providing assistance and follow-through for Members experiencing barriers to their health care. This team performs three functions on behalf of Plan Members and Providers:

- Receiving inbound calls from Members and Providers
- Conducting outbound outreach activities
- Providing care coordination support

Physicians are encouraged to call RROT at 1-866-577-0833 if they believe a Member would benefit from complex care management.

## Let Us Know Program

We encourage providers to refer members to Population Health Management as needs arise or are identified. If you recognize a member with a special, chronic, or complex health condition who may need the support of one of our programs, including Complex Care Management, Care Coordination, or the Bright Start® program, please contact our Rapid Response and Outreach Team. Providers can also complete our Let Us Know member intervention request form and fax it to our Rapid Response Outreach Team for members who have missed appointments or who may need transportation services or further education on their treatment plan or chronic condition. You can download this form from our website at [www.amerihealthcaritasnext.com](http://www.amerihealthcaritasnext.com). Members are also referred to the Population Health programs through internal plan processes. Identified issues and diagnoses that result in a referral to the Population Health program may include:

- Multiple diagnoses (three or more actual or potential major diagnoses)
- Risk score indicating over- or under-utilization of care and services
- Infants receiving care in the NICU
- Members with dual medical and behavioral health needs
- Members with substance use disorder-related conditions
- Members who are developmentally or cognitively challenged
- Members with a special health care need
- Members with polypharmacy use
- Pregnant members
- Members with high trauma exposure
- Members who need long-term services and supports to avoid hospital or institutional admission

**Questions:** If you should have any questions, please contact your Provider Account Executive or your state's Provider Services department.

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