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A letter from the Market President

Dear Physicians and Medical Professionals of New Hampshire,

As Market President of AmeriHealth Caritas New Hampshire, I am proud to lead an organization whose mission is driven by advocacy, care for the poor, compassion, dignity, diversity, hospitality, and stewardship. With that in mind, I want to take this opportunity to thank you for sharing in those ideals and doing your part to help our members lead happier and healthier lives. I also want to take a moment to share with you some of our ongoing initiatives and special efforts that help support your invaluable work in our community.

Behavioral Health Equity ECHO clinics

We are excited to launch the Behavioral Health Equity ECHO clinics, an innovative case-based learning model designed to support practitioners like you. Developed at the University of New Mexico Health Sciences Center, the ECHO model facilitates case-based learning through teleconferencing clinics, allowing practitioners to share knowledge and build support networks. Participation in these clinics is at no cost, and completing the series will earn you continuing medical education (CME) credits and continuing education units (CEUs) through the University of New Mexico.

We invite all levels of practitioners, including physicians, physician assistants, nurse practitioners, registered nurses, psychiatrists, psychologists, social workers, community health workers, counselors, pharmacists, and emergency medical technicians, to participate in this program. Clinics are held every Thursday at noon ET via Zoom. For more information, please contact the ECHO program coordinator at **1-855-410-6639** or projectecho@amerihealthcaritas.com.

Goals of the Behavioral Health Equity ECHO program

1. Increase awareness of behavioral health challenges and health inequities affecting certain populations.
2. Improve the diagnosis and treatment of behavioral health issues.
3. Decrease stigma and bias in treating behavioral health conditions.

For more information on Project ECHO, please visit <https://echo.unm.edu>.

Lead poisoning prevention

Lead poisoning and prevention is a critical issue in New Hampshire, which AmeriHealth Caritas New Hampshire is working hard to address with utmost urgency. According to a [data brief](#) available from the DHHS website “Since April 9, 2018, New Hampshire’s Universal Testing Law requires children to be tested for lead levels at age one and, again, a second test, at age two.” These important early detection screening tests are usually a routine part of a child’s annual well-child visits. However, not all families who are at risk have

adequate access to reliable transportation. This is why we are working with other state organizations to repurpose COVID-19 vans to become mobile lead testing vans. This idea will enhance accessibility and help ensure our children are protected from the harmful effects of lead exposure.

Medicaid contract

We are thrilled to announce that the New Hampshire Department of Health and Human Services has approved our Medicaid Care Management (MCM) services contract, effective from September 1, 2024, to August 31, 2029. This contract includes enhanced performance requirements and a focus on patient-centric care, particularly for priority populations such as individuals with behavioral health diagnoses, children in the child welfare system, and those experiencing neonatal abstinence syndrome.

Community engagement

We remain dedicated to strengthening New Hampshire through collaboration and investments, removing health and social barriers, and delivering high-quality, low-cost solutions. One of the ways we achieve this goal is through our brick-and-mortar Community Wellness and Opportunity Center located in Manchester. In less than a year, it has already seen over 600 visits, with 60 to 80 people attending each event.

Industry support

We are committed to providing support and working collaboratively with long-time local partner organizations like the Bi-State Primary Care Association and the New Hampshire Hospital Association (NHHA). Our efforts include funding ECHO training and sponsoring the NHHA annual meeting at the Omni Mount Washington Resort.

In closing, I have often said,

“No matter where we are in the process, everyone involved is dedicated to the health and wellness of the human beings we all serve.”

Thank you for your ongoing dedication and commitment to improving the health and well-being of our community. By working together, we can make a significant impact in people's lives.

Warm regards,



William Keena,
Market President, AmeriHealth Caritas New Hampshire



AmeriHealth Caritas New Hampshire: **benefit roundup**

Dr. Robert Hockmuth, Chief Medical Officer of AmeriHealth Caritas New Hampshire recently said, “The company’s comprehensive approach, which includes educational initiatives and support for social determinants of health, aims to improve the quality of care for its members.” AmeriHealth Caritas New Hampshire would like to take this opportunity to introduce you to some of these new benefits which can be utilized to help impact the lives of your patients/our members.

Comprehensive additional benefits

AmeriHealth Caritas New Hampshire offers benefits designed to support overall health and well-being for members:

- **Enhanced vision:** An annual \$100* allowance for prescription contact lenses for members age 21 and older.
- **Car seat/Booster seat:** Provided at no cost for child members, up to a \$210* value.
- **WW membership:** Premium access codes for a 13-week membership for members age 18 and older, a \$133* value.
- **Home-delivered meals:** 14 meals* provided after an inpatient hospital stay.
- **24/7 Nurse Line:** Access to registered nurses for health advice.
- **Behavioral telehealth services:** Access to licensed therapists for mental health and substance abuse services.
- **Bright Start®:** Pregnancy care with up to \$70* in CARE Card rewards.
- **Mission GED:** Up to \$125* towards high school equivalency exam costs for adult members.



Exciting rewards for members

To encourage healthy behaviors, AmeriHealth Caritas New Hampshire introduces several new or updated reward programs for our members:

- **UPDATED! CARE Card rewards* program:** Members who engage in healthy activities can earn money on a CARE Card, redeemable at popular retailers like Walmart, Hannaford's, Shaw's, Dollar General, CVS, and other pharmacies.
- **NEW! Community transportation:** Members can take up to six round-trip rides a year for non-medical services, including visits to the Wellness and Opportunity Center, job interviews, and food banks, with a 30-mile limit each way.

- **NEW! Monthly raffle*:** Children ages 2 – 16 who complete an annual well visit are automatically entered into a raffle for a chance to win a \$35 bike helmet. Teens ages 12 – 17 can win an Adidas gift card valued at \$120 for attending their annual well visit.

* Some restrictions and limitations may apply. Earn up to \$250 in cash and non-cash goods and services each state fiscal year ending June 30.

Commitment to excellence

At AmeriHealth Caritas New Hampshire, we keep care at the heart of our work. This underscores the dedication to our mission of helping people get care, stay well, build healthy communities, and facilitate access to services. According to NCQA reports, AmeriHealth Caritas New Hampshire earned a strong rating of **3.5 out of 5 stars** for quality. This places it among the top Medicaid health plans in New Hampshire, particularly in areas related to care management and member experience.

View the [NCQA's Health Plans Report Cards for New Hampshire](#).

Enhanced member benefits

AmeriHealth Caritas New Hampshire takes pride in its Wellness and Opportunity Center located in Manchester. Learn more about this unique facility by reading the full article included in this newsletter (see page 28).

Friendly reminder

For more information about Medicaid eligibility or to enroll in Medicaid, your patients can call the DHHS customer service center at **1-844-275-3447**.

Cancer screenings: the imperative role of providers in preventing breast and cervical cancer



Health equity highlight: The World Professional Association for Transgender Health's (WPATH) Standards of Care for the Health of Transgender and Gender Diverse People, Version 8 (SOC-8) provides clinical guidance to health care professionals to assist transgender and gender diverse (TGD) people. WPATH recommends health care professionals follow local breast cancer screening guidelines developed for cisgender women in their care of TGD people who have received estrogens, taking into consideration the length of time of hormone use, dosing, current age, and the age at which hormones were initiated.²

Introduction

Cancer screenings play a critical role in the early detection and prevention of breast and cervical cancers. As health care providers, we bear the responsibility of guiding our patients toward timely and appropriate screenings. This article focuses on the importance of recommending mammograms for breast cancer and tests for cervical cancer prevention, providing an overview of current guidelines and the benefits of early detection..

Importance of mammograms: a key tool in breast cancer prevention

Breast cancer is one of the most common cancers among women

worldwide. Early detection through mammograms can significantly reduce mortality rates by identifying cancer at a stage when it is most treatable.

Benefits of early detection

Early detection through mammograms can lead to less aggressive treatments and better survival rates. Studies have shown that mammograms can detect tumors that are too small to be felt, often before they spread to other parts of the body. By recommending regular mammograms, providers can help reduce the morbidity and mortality associated with breast cancer.

Guidelines for mammograms

According to the American Cancer Society (ACS), women ages 40 to 44 should have the option to start annual mammograms if they wish to do so. Women ages 45 to 54 are advised to get mammograms every year, while those 55 and older can switch to mammograms every two years or continue yearly screening. Providers should engage in shared decision-making with patients, taking into account individual risk factors such as family history and genetic predispositions.¹

The importance of cervical cancer and prevention: Pap and HPV testing

Cervical cancer is largely preventable through regular screenings and HPV vaccination. Pap and HPV tests are essential tools in the early detection and prevention of cervical cancer. Pap tests detect precancerous or cancerous cells on the cervix, while HPV tests identify the presence of high-risk human papillomavirus types that can lead to cervical cancer.

Benefits of early detection

Early detection of cervical abnormalities through regular screenings allows for timely intervention, preventing the progression to cancer. By identifying and treating precancerous lesions, providers can significantly reduce the incidence of cervical cancer. Additionally, educating patients about the importance of HPV vaccination can further decrease the risk of cervical cancer. The CDC recommends routine vaccination at 11 or 12 years of age.³ AmeriHealth Caritas New Hampshire members can earn a \$50 reward on their CARE Card when they receive their recommended preteen shots — including HPV, Tdap, and meningitis — by their 13th birthday.

Guidelines for cervical cancer screenings

The American Cancer Society strongly recommends that individuals with a cervix initiate cervical cancer screening at age 25 and undergo primary HPV testing every five years through age 65 as the preferred method. While primary HPV testing



is preferred, if it is not available, then co-testing (HPV testing combined with cytology) every five years or cytology alone every three years are also acceptable alternatives. These recommendations apply to all asymptomatic individuals with a cervix, regardless of sexual history or HPV vaccination status, including those who have undergone supracervical hysterectomy or transgender men who retain their cervix.⁴

To meet the HEDIS measure requirement, members must fall under one of the following scenarios:⁵

- Individuals ages 21 – 64 who were recommended for routine cervical cancer screening and had cervical cytology performed within the last three years.
- Individuals ages 30 – 64 who were recommended for routine cervical cancer screening and had cervical high-risk human papillomavirus (hrHPV) testing performed within the last five years.

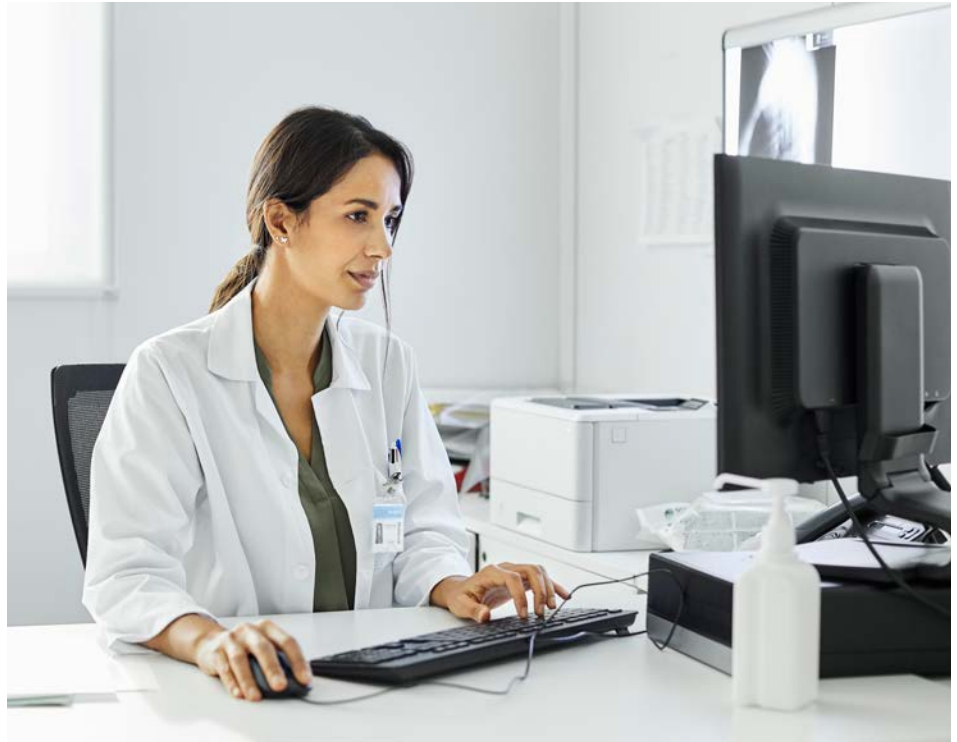
- Individuals ages 30 – 64 who were recommended for routine cervical cancer screening and had cervical cytology/high-risk human papillomavirus (hrHPV) co-testing performed within the last five years.

The role of providers in cancer screening advocacy

Providers play a pivotal role in cancer prevention by educating and encouraging patients to adhere to screening guidelines. Establishing a routine discussion about the benefits and importance of cancer screenings during patient visits can lead to increased compliance and early detection. Providers should also stay updated with evolving guidelines and advancements in screening technologies to offer the best care to their patients.

We encourage providers to check your Care Gaps Report on NaviNet for patients who may be due or overdue for their cervical cancer screening. If you need assistance accessing your Care Gaps Report, please reach out to your Account Executive.

To locate the Account Executive in your area, go to: www.amerihhealthcaritasnh.com/account-executives.aspx.



Conclusion

Cancer screenings for breast and cervical cancers are vital components of women's health care. As medical professionals, we must advocate for regular mammograms and cervical cancer screenings to help ensure early detection and treatment. By adhering to these guidelines and emphasizing the importance of regular screenings, your practice can make a substantial impact on the early detection and prevention of breast and cervical cancers.

Sources

1. American Cancer Society, "Breast Cancer Early Detection and Diagnosis," 2024, <https://www.cancer.org/cancer/types/breast-cancer/screening-tests-and-early-detection.html>.
2. Coleman, E. et al. (2022) Standards of Care for the Health of Transgender and Gender Diverse People, Version 8, *International Journal of Transgender Health*, 23(sup1), pp. S1–S259. <https://www.tandfonline.com/doi/full/10.1080/26895269.2022.2100644>.
3. Centers for Disease Control and Prevention, "HPV Vaccination Recommendations," Last reviewed November 16, 2021, <https://www.cdc.gov/vaccines/vpd/hpv/hcp/recommendations.html>.
4. American Cancer Society, "HPV Testing," <https://www.cancer.org/cancer/risk-prevention/hpv/hpv-and-hpv-testing.html>.
5. National Committee for Quality Assurance (NCQA), "Cervical Cancer Screening (CCS)" <https://www.ncqa.org/hedis/measures/cervical-cancer-screening/>.

AmeriHealth Caritas New Hampshire launches Behavioral Health Equity ECHO clinics for medical professionals

AmeriHealth Caritas New Hampshire is excited to announce the launch of its Behavioral Health Equity ECHO clinics, an innovative case-based learning model for medical practitioners aimed at improving behavioral health outcomes and addressing health inequities. The ECHO (Extension for Community Health Outcomes) model, developed by the University of New Mexico Health Sciences Center, has been successfully implemented nationwide and internationally, and now AmeriHealth Caritas New Hampshire brings this transformative program to local health care providers.

Virtual clinics keep you engaged

The Behavioral Health Equity ECHO clinics provide a platform for physicians, nurses, and other health care professionals to engage in case-based learning via teleconferencing. These virtual clinics mimic traditional chart rounds, creating a collaborative environment where practitioners can present de-identified patient cases and receive expert mentorship and peer support. This approach not only enhances the knowledge base of frontline providers, but also fosters a community of practice dedicated to improving patient care.

Earn continuing education credits

Participants in the ECHO clinics will benefit from continuing medical education (CME) credits for physicians and continuing education units (CEUs) for nurses, provided through the University of New Mexico. AmeriHealth Caritas New Hampshire physicians are using it as an accessible and valuable resource for ongoing professional development.

Bill Keena, Market President of AmeriHealth Caritas New Hampshire, emphasizes the importance of this initiative, stating, “The ECHO model is a revolutionary approach to medical education and collaboration. By bringing together health care providers from various disciplines, we can collectively improve the diagnosis and treatment of behavioral health challenges, reduce stigma, and address health inequities in our communities.”



The primary goals of the Behavioral Health Equity ECHO program are to:

- Increase awareness of behavioral health challenges and health inequities affecting vulnerable populations.
- Enhance the diagnosis and treatment of behavioral health issues.
- Decrease stigma and bias associated with behavioral health care.

Recent clinics included:

- Promoting Behavioral Health Equity in Education — Thursday, October 24, 2024
- Advancing Equity in Substance Use Assessment and Treatment — Thursday, November 7, 2024
- Behavioral Health Equity: Bridging Gaps, Ensuring Access — Thursday, November 21, 2024

For more information and to register for the Behavioral Health Equity ECHO clinics, please visit echo.unm.edu or contact the ECHO program coordinator at **1-855-410-6639** or projectecho@amerihealthcaritas.com.

Through the ECHO model, AmeriHealth Caritas New Hampshire continues its commitment to supporting health care providers and improving the health outcomes of the communities they serve.

Evidence-based guidelines for AmeriHealth Caritas New Hampshire members and providers



AmeriHealth Caritas New Hampshire emphasizes the use of evidence-based guidelines to help ensure that our members receive high-quality and consistent care. These guidelines are informed by the latest clinical evidence and best practices, to help guide decision-making in various medical and behavioral health conditions.

Availability and access

Members and potential members can request access to these guidelines, which cover a wide range of health topics. These include preventive care, chronic disease management, and specific conditions like substance use disorders. The guidelines are periodically updated to reflect new research findings and changes in medical standards.

Areas covered

1. Preventive care and chronic disease management:

AmeriHealth Caritas New Hampshire provides comprehensive guidelines for preventive care services, such as immunizations and screenings, to help members maintain optimal health. Chronic disease management guidelines cover conditions like diabetes, hypertension, and asthma, helping to ensure that members receive evidence-based treatment and monitoring. For more information, visit the [Getting Care](#) page of our website.

2. Behavioral health: For mental health and substance use disorders, AmeriHealth Caritas New Hampshire offers detailed guidelines on diagnosis, treatment, and follow-up care. This includes protocols for managing conditions like depression, anxiety, and substance use disorders, incorporating the latest evidence to support effective interventions. Find behavioral health resources on the [Provider Training and Education](#) page of our website.

3. Substance use disorder (SUD) treatment: The guidelines for SUD include comprehensive approaches to assessment, outpatient and residential treatment, and recovery support. We work closely with providers like you to help ensure that treatment plans align with these standards, helping members receive appropriate and timely care. You can find useful guides and forms on the [Provider Manuals and Forms](#) page of our website.

Dr. Robert Hockmuth, Chief Medical Officer of AmeriHealth Caritas New Hampshire recently said, “Building trust and encouraging patients to maintain regular contact with their providers is essential for managing chronic conditions and improving long-term health outcomes.”

Provider engagement

AmeriHealth Caritas New Hampshire collaborates with health care providers to implement these guidelines effectively. Providers can access our [training and resources](#) page to stay updated on the latest guidelines, or call for general inquiries by contacting Provider Services at **1-888-599-1479**. You are encouraged to integrate these practices into your clinical workflows. This collaboration helps to ensure that care delivered is consistent with the highest standards of medical and behavioral health practice.

For more detailed information or to access specific guidelines, members and providers can contact AmeriHealth Caritas New Hampshire directly at:

Members: **1-833-704-1177 (TTY 1-855-534-6730)**

Providers: **1-888-599-1479**

Or visit our [Clinical Resources](#) webpage.

This commitment to evidence-based care helps to ensure that members of AmeriHealth Caritas New Hampshire receive the most appropriate and effective health care services available.



Fraud, waste, and abuse

If you or any entity with whom you contract to provide health care services on behalf of AmeriHealth Caritas New Hampshire members become concerned about or identify potential fraud, waste, or abuse, please contact AmeriHealth Caritas New Hampshire or the New Hampshire Department of Health and Human Services (DHHS).

Anonymously report suspected fraud, waste, or abuse to AmeriHealth Caritas New Hampshire:

Call: AmeriHealth Caritas New Hampshire Fraud Tip Hotline at **1-866-833-9718**.

Email: fraudtip@amerihealthcaritas.com

Mail: Special Investigations Unit, 200 Stevens Drive, Philadelphia, PA 19113

You may also report suspected fraud, waste, and abuse directly to the New Hampshire Department of Health and Human Services:

- **Website:** <https://www.dhhs.nh.gov/report-suspected-medicare-provider-fraud>
- **Call:** 1-603-271-8029 or 1-800-852-3345
- **Email:** programintegrity@dhhs.nh.gov
- **Fax:** 1-603-271-8113, Attn: SUR Unit
- **Mail:** 40 Terrill Park Drive, Concord, NH 03301

Fraud, waste, and abuse definitions

Fraud

Any intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to themselves or some other person. It includes any act that constitutes fraud under applicable federal or state law.

Waste

An overutilization of services or other practices that directly or indirectly result in unnecessary costs. Waste is generally not considered to be caused by criminally negligent actions, but rather the misuse of resources.

Abuse

Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result either in an unnecessary cost to the federally funded programs or in reimbursement for services that are not medically necessary or provider practices that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the federally funded programs.

Examples of fraud, waste, and abuse

- Billing for services not furnished
- A member using someone else's insurance card to receive care
- Submitting false information to obtain authorization to furnish services or items to Medicaid recipients
- Accepting kickbacks for patient referrals
- Violating physician self-referral prohibitions
- Billing for a more costly service than performed
- Providing, referring, or prescribing services or items that are not medically necessary
- Providing services that do not meet professionally recognized standards

Provider toolkit to help reduce disparities in the management of hypertension in African American patients

We are pleased to announce the launch of AmeriHealth Caritas New Hampshire's toolkit titled **Reducing Disparities in the Management of Hypertension in African American Patients**. This toolkit covers topics such as barriers to care within the African American population and supportive best practices, tools, and strategies to use when working to reduce high blood pressure for your African American patient population.

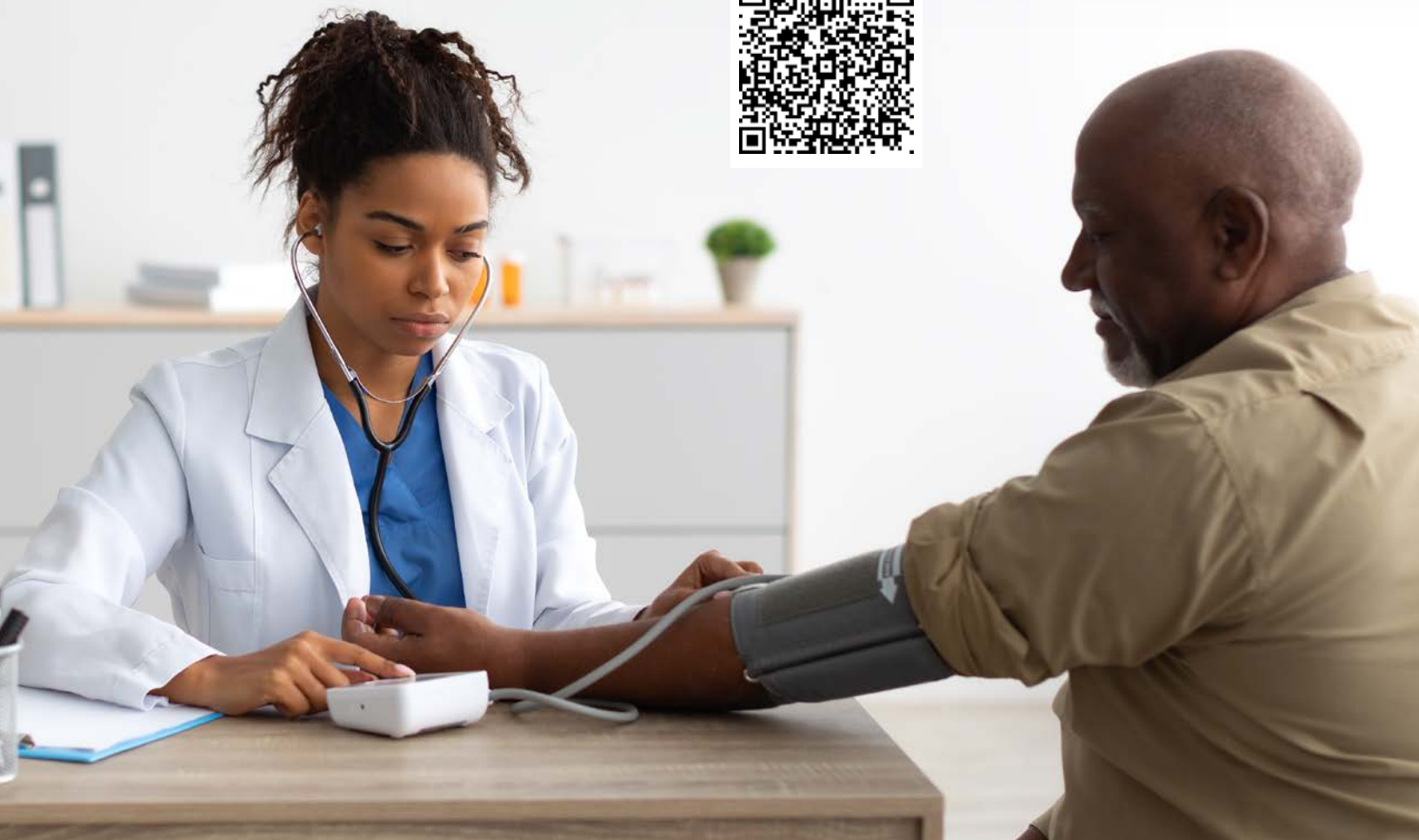
Health care industry leaders state that you cannot have high quality of care without equity, and we work diligently to address health disparities within our membership.¹ African American patients experience a higher prevalence of hypertension as compared to their white counterparts. As a provider, you play an integral role in addressing disparities.

This toolkit will provide you with access to culturally responsive best practices when providing care to African American patients with hypertension. We hope that you find this toolkit useful when providing care to your patients. Please visit the Provider Resources section of the AmeriHealth Caritas New Hampshire website to view the toolkit, or use the link provided here.

[View the toolkit.](#)

We welcome your feedback regarding the toolkit. Please consider completing our brief survey by clicking on our survey link or scanning the QR code below to let us know how we can best support you.

[Take our survey](#)



1. "Facts About Hypertension in the United States," Centers for Disease Control and Prevention, <https://www.cdc.gov/high-blood-pressure/data-research/facts-stats/>.



Utilizing the **Let Us Know** feature: benefits for providers and members

AmeriHealth Caritas New Hampshire's Let Us Know feature is a valuable tool for health care providers to support members with special, chronic, or complex health conditions. By notifying the Rapid Response and Outreach Team of issues like missed appointments or the need for additional education on treatment plans, providers can help to ensure members receive timely and appropriate care.

Benefits of using the feature:

- 1. Enhanced care coordination:** It helps in coordinating services like transportation or specialized care, ensuring members' needs are met promptly.
- 2. Proactive health management:** Providers can flag members who may need extra support, allowing for early interventions and reducing the risk of complications.
- 3. Resource utilization:** Access to additional resources and support programs helps providers offer comprehensive care, improving overall member health outcomes.

In addition, providers who are unable to reach assigned patients, or whose assigned patients haven't scheduled any visits, can Let Us Know and we can offer support through cooperative patient outreach.

Roland J. Stone, Director, Provider Network Management at AmeriHealth Caritas New Hampshire adds, "We take pride in our commitment to help bridge any gaps between our provider network and your patients — our members. I feel very strongly that 'Let Us Know' is very much in alignment with how we do things here in New Hampshire by working together to help ensure our family and neighbors are getting the best care possible. Our Account Executives are always willing to assist our provider network if they have questions, so I would really like to encourage all of you (providers) to reach out if you have questions or would like to set up an in-person meeting for a demonstration."

Find your Account Executive:

To locate the Account Executive in your area, go to: www.amerihhealthcaritasnh.com/account-executives.aspx.

Using the Let Us Know feature enhances the quality of care and supports effective management of member health. For more details, visit the [AmeriHealth Caritas New Hampshire Let Us Know page](#).



Help your patients stay connected with the AmeriHealth Caritas New Hampshire Mobile app

We would like to remind you about a valuable resource available to your patients — the AmeriHealth Caritas New Hampshire (AHC) Mobile app. This app is designed to assist patients in managing their health more effectively and is available at no cost for all members of AmeriHealth Caritas New Hampshire.

The AHC Mobile app offers several features to help patients stay on top of their health needs.

- Patients can search for providers, such as behavioral health providers, with the **Find a Provider** tool. This tool also enables them to get travel directions to your office, making it easier to attend appointments or search for additional health care aid nearby.
- Additionally, the app includes a **digital ID card** feature, allowing patients to access their ID cards directly from the app menu. This helps to ensure that they always have a back-up to their ID card available on their phone if needed.
- The **Contact Us** feature offers easy access to essential phone numbers, allowing patients to schedule medically necessary transportation, speak to our 24/7 Nurse Line, or Member Services. They can call directly from the app.
- The **Medicine Cabinet** feature allows patients to keep a list of their medications, learn about their purposes and potential side effects, and set reminders for their next dose, offering help to adhere to their medication schedules.
- The **AmeriHealth Caritas New Hampshire Member Handbook** is available within the app, providing patients with quick access to important information about their health plan.

Please encourage your patients to take advantage of this app. They can download it for free from the Google Play store or the Apple App Store by searching for “AmeriHealth Caritas” or “AHC Mobile.”

For more information, patients can call AmeriHealth Caritas New Hampshire Member Services, available 24/7, at **1-833-704-1177 (TTY 1-855-534-6730)** or visit www.amerihhealthcaritasnh.com.

By utilizing the AmeriHealth Caritas New Hampshire Mobile app, your patients can manage their personal health care more effectively and conveniently.



New HRA process enhances care coordination for providers

AmeriHealth Caritas New Hampshire introduces a streamlined Health Risk Assessment (HRA) process designed to improve care coordination and support providers in delivering comprehensive patient care.

In a recent discussion with Sarah Doherty, MBA, BSN, RN, Director of Population Health, Clinical Operations at AmeriHealth Caritas New Hampshire, key insights were shared about a new HRA process. This new initiative underscores the shift in care coordination responsibilities, emphasizing the critical role of primary care providers (PCPs).

Key highlights of the new HRA process:

1. Unified HRA form

- All three managed care organizations (MCOs) in the state have collaborated to create a quad-branded HRA form available on their websites. Providers may use this form if you do not have your own.
- The form covers essential areas, including social determinants of health, housing and food insecurity, behavioral health, depression, anxiety, substance use, and general health conditions.

2. Provider responsibilities

- PCPs are now encouraged to complete HRAs on an annual basis with your patients. HRAs are no longer completed by the MCO.
- Your patients (our members) will receive a reward on their CARE Card when their PCP has:
 - Completed the HRA.
 - Submitted a claim to AmeriHealth Caritas New Hampshire and it has been processed.

3. Provider incentives

Additional payments and rewards for providers to support the development of meaningful relationships with members are available when you use the following codes:

- HRA billing code options:

96160	96127
96110	
- Wellness visit billing code options:

99202-99205	99381-99387
99211-99215	99391-99397

- Care coordination billing code options:

99424-99427	99484
99437	99487
99439	99489
99490-99491	

- Comprehensive Medication Review (CMR) billing code options:

99202-99205 + Modifier 33
99211-99215 + Modifier 33
99381-99387 + Modifier 33
99391-99397 + Modifier 33

Source: New Hampshire Medicaid, New Hampshire Medicaid Five-Year Contract, effective September 1, 2024, https://www.wellsense.org/hubfs/Provider/Training/MCM_Provider_Training.pdf?hsLang=en.

4. Patient benefits

- Patients will benefit from more comprehensive care as PCPs gain a deeper understanding of their health needs through the HRA process.
- Your patients can earn a \$30 CARE Card reward when you complete the HRA with them at their wellness visit and submit the claim to bill for the HRA.

5. Data management

- The MCOs will no longer receive HRA data directly. Instead, providers are expected to collaborate with care management teams if any issues are identified during the HRA process.
- This shift allows MCOs to focus more on supporting high-risk members while providers manage a patient's routine care and assessments.

Challenges and solutions

- The transition to this new model is significant, and there may be challenges in implementation. Many of you may not yet be equipped to handle the additional responsibilities.
- Communication and support from AmeriHealth Caritas New Hampshire are crucial. Efforts are being made to help ensure providers like you have access to all necessary resources and training materials.
- A streamlined [Provider Resources](#) center is available on the website to assist providers in accessing tools and information easily.

Looking ahead

- The goal is to foster a collaborative environment where MCOs and providers work together seamlessly. This partnership aims to enhance patient care quality and outcomes.
- The new model is expected to be fully operational in the coming years, with ongoing support and adjustments based on feedback from providers and patients.

Sarah Doherty emphasized the importance of this change, stating, “We are excited to come together more collaboratively. This shift is essential for improving patient care and ensuring that providers have the necessary support and resources to succeed.”

Conclusion

The new HRA process represents a significant step towards integrated care coordination, placing more responsibility on providers while offering the tools and support needed. AmeriHealth Caritas New Hampshire remains committed to assisting providers throughout this transition, ensuring the best possible outcomes for patients.

For more information and access to the new HRA form, visit the provider section of the AmeriHealth Caritas New Hampshire website.



Helping to ensure proper management and sharing of patient health records

Maintaining and sharing patient health records is crucial for helping to ensure continuity of care and compliance with regulatory requirements. In New Hampshire, medical practitioners must adhere to state regulations and professional standards when managing patient records, particularly when sharing information with insurance carriers like AmeriHealth Caritas New Hampshire.

Regulatory framework in New Hampshire

New Hampshire's laws require health care providers to maintain accurate and comprehensive medical records. These records must be readily accessible for authorized purposes, including insurance claims and medical audits. The state emphasizes the protection of patient privacy, helping to ensure that any sharing of information adheres to HIPAA (Health Insurance Portability and Accountability Act) standards. This includes obtaining patient consent before sharing sensitive health information unless otherwise permitted by law.

Role of AmeriHealth Caritas New Hampshire

AmeriHealth Caritas New Hampshire is a key player in the state's managed care landscape, offering comprehensive health care solutions to Medicaid beneficiaries. The company emphasizes the importance of accurate data exchange and compliance with the Health Care Effectiveness Data and Information Set (HEDIS) standards. These standards help ensure that the necessary clinical data is available for quality assessment and care coordination, helping to [close gaps in care](#).



Best practices for medical practitioners

For medical practitioners working with AmeriHealth Caritas New Hampshire, it's essential to follow best practices in record-keeping and data sharing:

- 1. Accurate documentation:** Be sure all patient interactions, diagnoses, and treatments are accurately documented. This helps in the effective management of patient care and facilitates smooth communication with insurance providers.
- 2. Compliance with standards:** Adhere to both state regulations and AmeriHealth Caritas New Hampshire's guidelines, which include timely and accurate submission of claims and other required documentation. This helps in minimizing delays in processing and helps to ensure that patients receive timely care.
- 3. Secure data sharing:** Utilize secure channels for sharing patient information with insurance carriers. AmeriHealth Caritas New Hampshire provides [resources and tools](#) for secure data exchange, helping providers meet compliance requirements.

By adhering to these guidelines, medical practitioners can help ensure they meet regulatory requirements, protect patient privacy, and contribute to a more efficient health care system.

Beware of phishing scams — **don't take the bait!**

One of the biggest information security risks for most organizations occurs when an associate opens a phishing email and clicks on the link. It only takes one associate clicking a phony link to impact an organization's cybersecurity efforts.

Why it's important

Phishing scams are emails that look real but are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as a company's confidential and proprietary information, at risk.



It may be a phishing email if it:

- Promises something of value (e.g., "Win a free gift card").
- Asks for money or donations.
- Comes from a sender or company you don't recognize.
- Links to a site that is different from that of the company the sender claims to represent.
- Comes from a trusted business partner that has experienced a security incident. All emails sourcing from outside your organization should be scrutinized.
- Asks you for personal information, such as your username and password/passphrase.
- Includes misspelled words in the site's URL or subject line.

If you suspect an email may be phishing, here are some tips:

- Do not click any links in the email.
- Do not provide your username and password; you should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as retailers (like Amazon) or banks.
- Do not reply or forward the email to anyone within your organization.
- Familiarize yourself with your organization's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- Your organization's information security department may have additional information and guidance on how to protect yourself from phishing scams.



Engaging patients in treatment for substance use disorder

Addressing substance use disorders (SUDs) is a crucial aspect of health care, and AmeriHealth Caritas New Hampshire provides comprehensive support and resources for members dealing with alcohol and drug use. Physicians play a vital role in this effort by engaging patients in conversations about substance use and connecting them to available treatment options.

AmeriHealth Caritas New Hampshire provides access to a range of services tailored to meet the needs of individuals with SUD. These services include assessments, outpatient care, residential treatment, and recovery support services. The organization collaborates with various provider types, including licensed alcohol and drug counselors (LADCs) and recovery support workers, to help ensure a comprehensive approach to treatment. For more information on screening patients for SUD, visit the [AmeriHealth Caritas New Hampshire](#) website, or for more information on benefits for Medicaid recipients with SUD, visit [New Hampshire Department of Health and Human Services \(DHHS\)](#).

One of the key resources available to members is help finding suitable addiction treatment facilities. AmeriHealth Caritas New Hampshire, along with its partners, provides members with access to a [wide range of behavioral health services](#), including telebehavioral health and mental health coaching.

Physicians are encouraged to have open and supportive conversations with their patients about the risks of substance use and the benefits of seeking treatment. AmeriHealth Caritas New Hampshire also provides [specialized resources for families](#), recognizing their critical role in supporting loved ones through recovery. This includes access to support groups such as Alcoholics Anonymous (AA) and Narcotics Anonymous (NA), which offer community-based support and a network of individuals facing similar challenges.

In addition to these resources, AmeriHealth Caritas New Hampshire has initiatives aimed at addressing specific issues, such as the opioid crisis, highlighting the importance of proper medication management, and offering support for those affected by opioid misuse.

Physicians working with AmeriHealth Caritas New Hampshire are integral to the process of connecting patients with these resources, ensuring they receive the appropriate care and support. By fostering a collaborative approach and utilizing the extensive network of services offered by AmeriHealth Caritas New Hampshire, health care providers can significantly impact the well-being of their patients and communities.

For more detailed information on the resources and support available through AmeriHealth Caritas New Hampshire, members can visit the [AmeriHealth Caritas New Hampshire](#) website or contact their health care provider.

AmeriHealth Caritas New Hampshire renews Medicaid Care Management Services contract

AmeriHealth Caritas New Hampshire is proud to announce the state of New Hampshire has renewed our contract enabling the organization to continue providing comprehensive, high-quality care to New Hampshire's Medicaid population, helping to ensure that vulnerable residents receive the medical and support services they need.

Building on our proven track record of improving health outcomes and reducing costs, the new Medicaid contract will reinforce AmeriHealth Caritas New Hampshire's commitment to delivering person-centered care, focusing on both physical and behavioral health.

Bill Keena, President of AmeriHealth Caritas New Hampshire, expressed his enthusiasm for the contract renewal, stating, "We are dedicated to providing exceptional care and support to our members. This newly implemented Medicaid contract will allow us to expand our services, innovate in our approach to health care delivery, and strengthen our partnerships within the community."

Key components of the new Medicaid contract include:

1. Expanded access to care:

Increasing our network of health care providers to help ensure members have access to a broad range of medical and support services.

2. Innovative programs:

Implementing new initiatives to address social determinants of health, such as housing, nutrition, and employment, which are critical to overall well-being.

3. Enhanced behavioral health services:

Strengthening the focus on behavioral health through integrated care models and specialized programs.

4. Community engagement:

Deepening collaboration with local organizations to address community-specific health needs and promote wellness initiatives.

In a recent interview, Dr. Robert Hockmuth, Chief Medical Officer of AmeriHealth Caritas New Hampshire, discussed the implications of a new Medicaid contract designed to strengthen patient-provider relationships and enhance health care outcomes. He stated, "The state's goal is to encourage patients to form lasting relationships with their providers, which can help reduce emergency room visits and improve overall health outcomes."

"We believe that health care is a collaborative effort," said Bill Keena. "By working closely with our members, providers, and community partners, we can create a healthier future for New Hampshire."

AmeriHealth Caritas New Hampshire leverages data-driven approaches and evidence-based practices to tailor care plans that meet the unique needs of each member.

As the Medicaid contract process moves forward, AmeriHealth Caritas New Hampshire is committed to maintaining transparency and open communication with its members, providers like you, and community partners. We hold informational sessions and community forums to help ensure all stakeholders are informed and engaged.

For more information about AmeriHealth Caritas New Hampshire, please visit www.amerihealthcaritasnh.com or contact Provider Services at **1-888-599-1479**.

AmeriHealth Caritas New Hampshire looks forward to continuing its mission of helping people get care, stay well, and build healthy communities through the new Medicaid Care Management Services contract, helping to ensure that every member can live a healthier, more fulfilling life.

Exciting changes to our vision benefits

AmeriHealth Caritas New Hampshire is thrilled to announce significant updates to our administration of vision benefits, effective **August 1, 2024**. These changes are part of our ongoing commitment to improve health care delivery and help ensure that our members receive the best possible care. We have brought the AmeriHealth Caritas New Hampshire vision plan in-house, transitioning from our former administrator to directly administering vision benefits through our own extensive network of ophthalmologists, optometrists, and optical suppliers.

To facilitate this transition, we invite you to join our network by signing a [letter of intent](#). This document initiates the contracting process, allowing us to formalize our partnership. You can complete and return the letter via mail or email to your [designated account executive](#).

We are excited about these changes and confident that they will lead to better outcomes for our members and enhanced collaboration with our provider community. If you have any questions or wish to discuss these updates in more detail, please do not hesitate to contact us today at **1-888-599-1479** or by email at newhampshireprovidernetwork@amerihealthcaritas.com. You can visit our website to [learn more about joining our network](#).

This transition brings several key enhancements designed to benefit both providers and members:

No authorization required

Starting **August 1, 2024**, authorizations are no longer required for vision care and ocular surgical services when they are on the Medicaid fee schedule. This streamlined process aims to reduce administrative burdens and expedite care delivery for your patients.



Dedicated local account executives

Each provider will have a [dedicated local account executive](#) to assist with any needs and questions. These account executives will also offer periodic “Lunch and Learn” sessions, providing updates on current events and serving as a forum for direct communication with our staff. We believe this enhanced support will foster stronger relationships and more effective collaboration.

Opportunities for feedback

We are committed to continuous improvement and value your insights on how we can further enhance our services. These updates present a great opportunity for us to work closely together to refine our vision care offerings.

Thank you for your continued dedication to providing exceptional vision care. Together, we can achieve great things for our community.



Asthma management: key insights for health care providers

Asthma is a chronic respiratory condition affecting millions of individuals worldwide. As health care providers, it is crucial to stay informed about the latest in asthma management, including medication types, the use of asthma action plans, and the significance of understanding asthma zones. This article aims to provide a comprehensive overview to aid in the effective management of asthma, to help ensure optimal patient outcomes.

Understanding asthma

Asthma is characterized by inflammation and narrowing of the airways, leading to difficulty breathing, coughing, wheezing, and shortness of breath. The condition can vary in severity and frequency, with certain triggers such as allergens, exercise, cold air, and respiratory infections exacerbating symptoms.

Medication types for asthma

Effective asthma management typically involves the use of two main types of medications: quick-relief (rescue) inhalers and long-term control (maintenance) inhalers.

Quick-relief inhalers

Quick-relief inhalers, also known as bronchodilators, provide immediate relief from acute asthma symptoms. These medications include short-acting beta-agonists (SABAs) such as albuterol. They work by relaxing the muscles around the airways, allowing for easier breathing. It is essential for patients to have access to their rescue inhaler during an asthma attack or when symptoms first appear.

Long-term control inhalers

Long-term control inhalers are used to prevent asthma symptoms and reduce inflammation in the airways over time. These include inhaled corticosteroids (ICS) such as fluticasone and budesonide, long-acting beta-

agonists (LABAs) like salmeterol, and combination inhalers that contain both ICS and LABAs. Regular use of these medications can help maintain asthma control and prevent exacerbations.



- **Red zone**

The red zone represents a medical emergency. Symptoms are severe, and the patient experiences significant difficulty breathing, inability to perform daily activities, and may not find relief from quick-relief inhalers. Immediate medical attention is necessary. Providers should instruct patients to seek emergency care and continue using their quick-relief medication while awaiting professional help.

HEDIS measure — Asthma Medication Ratio (AMR)

Per the HEDIS website of National Committee for Quality Assurance (NCQA), the Asthma Medication Ratio (AMR) measure:*

“Assesses adults and children 5 – 64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year.

Zones of asthma management

Asthma management is often guided by the use of asthma action plans, which are individualized plans created by health care providers to help patients manage their condition. These plans typically categorize asthma control into three zones: green, yellow, and red.

- **Green zone**

The green zone indicates that the patient's asthma is well-controlled. Symptoms are minimal or absent, and the patient can perform daily activities without difficulty. In this zone, patients should continue taking their long-term control medications as prescribed.

- **Yellow zone**

The yellow zone signals that asthma symptoms are worsening. Patients may experience increased coughing, wheezing, shortness of breath, or nighttime awakenings. It is crucial to adjust medications according to the asthma action plan, often involving increased use of quick-relief inhalers and possibly adjusting long-term medications. Close monitoring and early intervention can prevent progression to the red zone.

“Asthma is a treatable, manageable condition that **affects more than 25 million people** in the United States. Managing this condition with appropriate medications could save the U.S. billions of dollars in medical costs.** The **prevalence and cost of asthma have increased** over the past decade, demonstrating the need for better access to care and medication. Appropriate medication management for patients with asthma could reduce the need for rescue medication — as well as the costs associated with ER visits, inpatient admissions and missed days of work or school.”

*To learn more visit: <https://www.ncqa.org/hedis/measures/medication-management-for-people-with-asthma-and-asthma-medication-ratio/>.

**Centers for Disease Control and Prevention (CDC). 2011. “CDC Vital Signs: Asthma in the US.” <http://www.cdc.gov/vitalsigns/pdf/2011-05-vitalsigns.pdf>.

Creating an asthma action plan

Creating a personalized asthma action plan is a collaborative effort between the provider and the patient. This plan should outline:

- **Medication schedule:**
Detailed instructions on daily medications and their dosages.
- **Symptom monitoring:**
Guidelines for recognizing symptoms in each asthma zone.
- **Action steps:** Specific steps to take when symptoms worsen, including when to use rescue inhalers and when to seek emergency care.
- **Trigger management:**
Identification and avoidance of known asthma triggers.
- **Follow-up care:** Regular follow-up appointments to review and adjust the plan as needed.



Providers should educate patients on how to use their inhalers correctly, recognize early signs of an asthma exacerbation, and understand the importance of adherence to their medication regimen.

Conclusion

Effective asthma management requires a comprehensive approach that includes understanding the types of medications available, recognizing the zones of asthma control, and developing personalized asthma action plans. By staying informed and proactive, health care providers can significantly improve the quality of life for asthma patients and reduce the burden of this chronic condition.

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Enhancing well visits and health monitoring with AmeriHealth Caritas New Hampshire

AmeriHealth Caritas New Hampshire is committed to providing comprehensive health care services to its members, emphasizing the importance of preventive care and well-being. The plan covers a range of well visits and health monitoring services across all age groups, helping to ensure that members receive the necessary care at every life stage.

Preventive care visits for children and adolescents

Regular well visits are crucial for monitoring the growth and development of children and adolescents. These visits are recommended at various stages:

- **Infants:** Multiple visits during the first year to monitor development and administer vaccinations.

- **Toddlers and preschoolers:** Annual well visits to assess growth, development, and behavioral health.
- **School-age children and adolescents:** Annual well visits continue to be important, focusing on physical health, emotional well-being, and preventive care, such as vaccinations.

Preventive care for adults

Seeing a physician for an annual well visit is equally vital for adults, with recommended services varying by age group:

- **Young adults (ages 18 – 39):** Regular screenings, including for blood pressure, cholesterol, and diabetes, along with lifestyle counseling.

- **Middle-aged adults (ages 40 – 64):** Enhanced focus on screenings for cardiovascular diseases, diabetes, cancer, and other age-related conditions.
- **Older adults (age 65+):** Comprehensive assessments for age-related conditions, mental health evaluations, and management of chronic diseases.

There are also applicable member rewards for preventive care.

Specialized monitoring for children on antipsychotics

For children and adolescents on antipsychotic medications, it is important they receive annual metabolic monitoring to check for potential side effects such as:

- weight gain
- elevated blood glucose levels
- cholesterol issues.

This monitoring helps prevent long-term health issues and helps to ensure the safety and efficacy of the treatment. Child members who complete this screening are eligible to receive a reward on their AmeriHealth Caritas New Hampshire CARE Card.

Chronic disease management

AmeriHealth Caritas New Hampshire members are also eligible to earn rewards on their CARE Card for managing their diabetes and high blood pressure as follows:

- **Diabetes management:** Blood glucose and cholesterol testing are essential components. The plan encourages regular monitoring and management of glycemic levels, particularly for patients with hemoglobin HbA1c levels greater than 8%, which indicates poor blood sugar control.

Patients who have had at least one HbA1c test or who bring continuous glucose monitoring data to the provider office are eligible for this reward. There are also applicable member rewards for submission of HbA1c results via CPT II. (CPT II codes are being reimbursed when submitted on a claim.)



CPT Category II codes for diabetes management include:

- 3044F: Most recent HbA1c level is less than 7%
- 3051F: Most recent HbA1c level is greater than or equal to 7% and less than 8%
- **Blood pressure control:** Essential for preventing complications in patients with diabetes, high blood pressure management is a priority, with regular monitoring and follow-up care.

CPT Category II codes are being reimbursed when submitting on a claim. Patients under 140/90 or 130/90 with submission of BP results via CPT II are eligible for applicable member incentives.

CPT Category II codes for blood pressure control are:

- 3074F: Most recent systolic blood pressure is less than 130 mm Hg
- 3075F: Most recent systolic blood pressure is 130–139 mm Hg
- 3078F: Most recent diastolic blood pressure is less than 80 mm Hg
- 3079F: Most recent diastolic blood pressure is 80–89 mm Hg

Follow-up after emergency department visits for mental illness

Please help to ensure your patients receive timely follow-up care within seven days of an emergency department visit for mental illness. This follow-up is crucial for ongoing care management and to prevent further complications.

Health Risk Assessments (HRAs)

A Health Risk Assessment (HRA) is an assessment completed before or during an annual well visit and may include questions to help assess if your patient needs to be connected to additional resources that can ultimately help them reach or maintain better health. If you don't have your own HRA questionnaire, you may find one at <https://www.amerhealthcaritasnh.com/assets/pdf/provider/resources/forms/health-risk-assessment.pdf>.

During the visit, the HRA information is utilized by the provider to develop a prevention plan for the patient to improve health status and to connect the patient to other resources they may need based on their responses.

HRAs will be reimbursable through claims submission. Please refer to the MMIS website or contact your Account Executive for details.

Did you know? You have access to reporting that will help you easily identify when your patient's last well visit was, as well as if an HRA or Comprehensive Medication Review (CMR) is due, all through our provider portal. Contact your Account Executive for details.

Conclusion

AmeriHealth Caritas New Hampshire's comprehensive approach to well visits and health monitoring helps to ensure members receive holistic and preventive health care services. This commitment helps members maintain their health and well-being, ultimately leading to a healthier community.

For more information, you can visit [AmeriHealth Caritas New Hampshire's website](#) or see how you can help fill gaps in patients' well care at our [HEDIS Care Gaps](#) webpage.

Source

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AmeriHealth Caritas New Hampshire Wellness and Opportunity Center: **empowering the community through health and service**

The AmeriHealth Caritas New Hampshire Wellness and Opportunity Center stands as a beacon of support and empowerment for the Granite State. Located at 25 Sundial Avenue, Suite 130, Manchester, this free-to-use community space offers a wide range of services and resources aimed at improving the overall well-being of New Hampshire residents.

About the Wellness and Opportunity Center

The Wellness and Opportunity Center is a hub of activity and assistance. Visitors can participate in preventive health education, enjoy cooking demonstrations that encourage healthy eating, and more. The Wellness and Opportunity Center is open from 8:30 a.m. to 4 p.m., Monday through Friday, with a daily lunch break from noon to 12:30 p.m.

Assistance available

Whether by walk-in or appointment, the center offers a variety of essential services. Visitors can learn about plan benefits, discuss the management of chronic conditions such as asthma, diabetes, or chronic pain, visit the food pantry and Giving Closet, use telephones in private rooms, and get referrals to community services. For appointments, AmeriHealth Caritas New Hampshire members can meet with their Care Manager in person by calling ahead for an appointment at **1-603-263-6694**.

Special events and community engagement

The Wellness and Opportunity Center regularly hosts special events that bring the community together to learn about healthy living. These include workshops for food preparation demonstrations, wellness events, community baby showers, and even financial coaching.

A community commitment to the Granite State

AmeriHealth Caritas New Hampshire's commitment to community service extends beyond the Wellness and Opportunity Center. Recently, the organization donated \$25,000 to Lamprey Health Care's mobile health services



van, with an additional \$100,000 pledged over the next four years. This initiative helps bring preventive care to various communities, breaking down transportation barriers and improving access to health services.

In collaboration with Gather, AmeriHealth Caritas New Hampshire has also pledged \$150,000 over five years to combat food insecurity. This support helps maintain Gather's refrigerated food trucks, which distribute 1.6 million pounds of food annually to those in need.

Building a healthier community

Market President Bill Keena emphasizes the organization's dedication to addressing the social determinants of health that impact New Hampshire residents. "Our goal is to build healthy communities by addressing not only acute health needs but also the broader social factors that drive health outcomes," said Keena.

The AmeriHealth Caritas New Hampshire Wellness and Opportunity Center is a testament to this mission, providing a welcoming space where community members can access vital resources, receive support, and learn how to lead healthier lives.

AmeriHealth Caritas New Hampshire members can also meet with their Care Manager in person by calling ahead for an appointment at **1-603-263-6694**. To learn more about our community programs, visit www.amerihhealthcaritasnh.com.



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