Eligibility

A Quick Guide to Understanding the AmeriHealth Caritas VIP Care Member Eligibility



Member Eligibility – Requirements



Members are eligible to enroll in AmeriHealth Caritas VIP Care if they are:

- Entitled to Medicare Part A, and enrolled in Medicare Part B.
- Live in our service area which includes Kent, New Castle, and Sussex counties.
- Enrolled in the Delaware Medicaid program.

However, individuals with end-stage renal disease (ESRD) generally are not eligible to enroll in AmeriHealth Caritas VIP Care unless the individual meets exceptions to ESRD eligibility rules outlined in Chapter 2, Section 20.2, of the CMS Medicare Managed Care Manual.



Member Eligibility – Medicare Savings Program



Some individuals can get help from the state in paying their Medicare premiums. In some cases, Medicare Savings Programs may also pay Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance) deductibles, coinsurance, and copayments if certain conditions are met.

AmeriHealth Caritas VIP Care covers individuals who are in the following programs:

Eligibility Category	Coverage	Pays For
Qualified Medicare Beneficiary (QMB)	Medicare <u>without</u> full Medicaid	Helps pay for Part A & B premium and deductibles, coinsurance, and copayments.
Qualified Medicare Beneficiary Plus (QMB+)	Medicare <u>with</u> full Medicaid	
Full Benefit Dual Eligible (FBDE)	Medicare <u>with</u> full Medicaid	
Specified Low-Income Medicare Beneficiary Plus (SLMB+)	Medicare <u>with</u> full Medicaid	Helps pay for Part B premiums only.

Member Eligibility — Why Verifying Member Eligibility Is Critical for Providers and Members



Since members can change plans quarterly, providers should verify the eligibility of their patients at each encounter. Some key benefits to checking members' eligibility are:

- Ensuring the member is seeing the appropriate provider.
- Reducing claim issues because you are sending the claim to the right plan.



Member Eligibility — Three Ways to Verify Member Eligibility

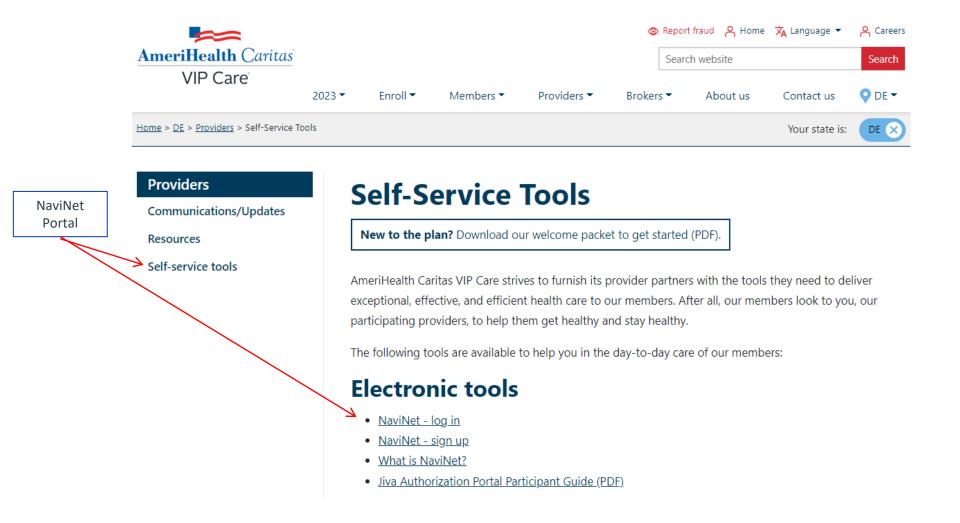


Providers can verify members' eligibility by:

- Calling Provider Services at 1-833-433-2177.
- Visiting our website at <u>www.amerihealthcaritasvipcare.com</u> and accessing NaviNet.
- Using the member identification card. However, a member's ID card is not a guarantee of eligibility.

Member Eligibility — Using NaviNet to Verify Eligibility (Log on directly or from the AmeriHealth Caritas VIP Care Provider Page)



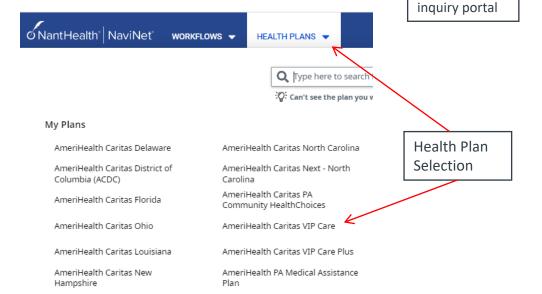


Member Eligibility — Using NaviNet to Verify Eligibility



Once in NaviNet:

- Select AmeriHealth Caritas VIP Care from the Health Plans drop down menu.
- Access Eligibility and Benefits Inquiry from the menu on the left-hand side of the AmeriHealth Caritas VIP Care landing page.



Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Report Inquiry

Provider Directory

Pre-Authorization Management

Forms & Dashboards

AmeriHealth Caritas VIP Care

Training Videos

Eligibility and

benefits



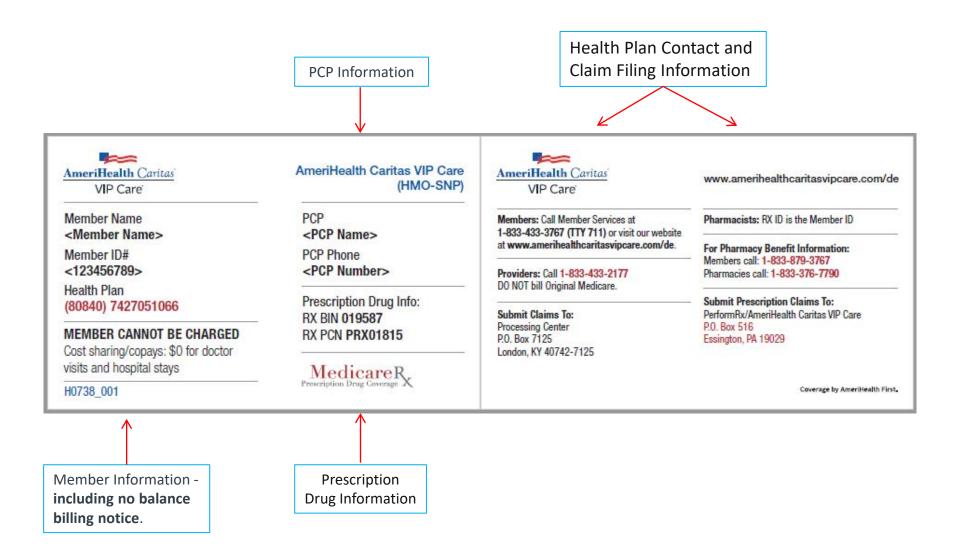
Member Eligibility — Using NaviNet to Verify Eligibility (NaviNet Health Plan Member Eligibility and Benefits Inquiry Page)



ØNantHealth [®] NaviNet [®] workflows ▼ HEALTH PLAN
⟨ Back to AmeriHealth Caritas VIP Care Eligibility & Benefits: AmeriHealth Caritas VIP Care
Eligibility and Benefits: Patient Search
Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured. You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field.
Search by Member ID
Member ID
Search by Name
Last Name First Name Date of Birth mm/dd/yyyy
Date Of Service 12/27/2022

Member Eligibility — Member ID Card





Member Eligibility — Helpful Tips



The following is a list of helpful tips to keep in mind when determining a member's eligibility:

- Obtain the appropriate Delaware Medicaid Managed Care Organization ID card for secondary payment.
- AmeriHealth Caritas VIP Care is not a Medicare supplement.
- Verify eligibility before each visit Dual eligible beneficiaries are in a Special Enrollment class and can change plans more frequently than non-duals.
- Make sure the correct primary care physician (PCP) is listed on the member's identification card.



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