

Provider News



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COVID-19 information from Amerigroup Community Care

Amerigroup is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) and Maryland Department of Health (MDH) to help us determine what action is necessary on our part. Amerigroup will continue to follow MDH guidance policies.

For additional information, reference the *COVID-19 Updates* section of our [website](#).

MDPEC-2081-20

Administration

It is CAHPS survey time!

Consumer Assessment of Healthcare Providers and Systems® (CAHPS) is an annual standardized survey conducted between February and May to assess consumers' experience with their providers and health plan. A random sample of your adult or child patients may receive the survey.

More than half of the questions used for scoring are directly impacted by providers. These questions are:

- When you needed care right way, how often did you get care as soon as you needed?
- How often did you get an appointment for a check-up or routine care as soon as you needed?
- How often was it easy to get the care, tests, or treatment you needed?
- How often did you get an appointment to see a specialist as soon as you needed?
- How often did your personal doctor seem informed and up-to-date about the care you got from other doctors or other health providers?
- How would you rate your personal doctor?
- How would you rate the specialist you see most often?
- How would you rate all your healthcare in the last six months?



Interested in how you can improve CAHPS performance?

Amerigroup Community Care offers an online course for providers and office staff designed to learn how to improve communication skills, build patient trust and commitment, and expand your knowledge of the CAHPS survey. The *Improving the Patient Experience* course is available at no cost and is eligible for one continuing medical education (CME) credit by the American Academy of Family Physicians. It can be accessed [online](#).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

MD-NL-0504-21

Get faster payments with EFT

Effective November 1, 2021, **EnrollSafe*** replaced Enrollhub® from the Council for Affordable Quality Healthcare, Inc. (CAQH) as the electronic funds transfer (EFT) enrollment website at no cost to Amerigroup Community Care providers.

EnrollSafe is safe, secure, and available 24-hours a day

Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. You will be directed through the EnrollSafe secure website to the Registration page, where you will provide the required information to create an account and then Enroll to supply your banking information.

Already enrolled in EFT through CAQH Enrollhub?

If you were previously enrolled in EFT through CAQH Enrollhub, no action is needed unless you are making changes. Your EFT enrollment information will not change as a result of the new enrollment hub.

If you have changes to make, use <https://enrollsafe.payeehub.org> to update your account.

For more information or additional questions regarding the EnrollSafe Enrollment Hub portal, the provider can contact the Support team by calling **877-882-0384**, Monday through Friday 9 am to 8 pm, ET.

**EnrollSafe is a tool developed by Zelis Payments, an independent organization offering electronic fund transfer services on behalf of Amerigroup Community Care.*

MD-NL-0490-21

Policy Updates



InterQual 2021.1 revisions

Effective January 23, 2022, Amerigroup Community Care will transition to the InterQual® 2021.1 criteria to include updates from June 2021 through October 2021.

MD-NL-0494-21