

**New program which started September 1, 2021  
How to Participate in the Condition Optimization Prospective Outreach Program**

**Identify and schedule members:**

- First, find eligible members in NaviNet by selecting **Practice Documents**, opening a member list, and filtering for the action indicator **Please Schedule Appointment**.
- Once eligible members are identified, contact eligible members to schedule an appointment. *Please note, a letter will also be mailed to eligible members encouraging them to call and schedule an appointment with your office.*

**Complete scheduled visits and submit updates:**

- As scheduled visits occur, review any chronic condition(s) indicated for the patient (our member) on the Complex Case Management worksheet in NaviNet. Determine if the condition(s) still exist(s).
- After the visit, please:
  - Complete a Complex Case Management worksheet in NaviNet.
  - Submit the medical record for the member visit by
    - Emailing to [conditionoptimizationprogram@amerihealthcaritas.com](mailto:conditionoptimizationprogram@amerihealthcaritas.com); or,
    - Faxing to **1-215-863-5694**.
  - Submit a claim through your normal billing process and include:
    - All diagnosed chronic conditions.
    - **Code 99499 with a modifier 25 and a billed amount of \$150.00.**

**Would you like more information? Join us for 1-hour webinar training sessions that will be conducted by the Condition Optimization team. Refer to the schedule below for dates and times.**

<b>Date</b>	<b>Day</b>	<b>Time</b>	<b>Zoom link</b>	<b>Zoom details</b>
11/16/2021	Tuesday	11am	<a href="https://amerihealthcaritas.zoom.us/j/99648476009">https://amerihealthcaritas.zoom.us/meeting/register/tJ0rc-GsqT0qGt224edepMtOVuNzhvBJrVyh</a>	Meeting ID: 996 4847 6009 Passcode: 706315 One tap mobile +13017158592

11/17/2021	Wednesday	9am	<a href="https://amerihealthcaritas.zoom.us/j/7pZsGdQhvhTP7UF27boQ2f441ZTI">https://amerihealthcaritas.zoom.us/j/7pZsGdQhvhTP7UF27boQ2f441ZTI</a>	Meeting ID: 981 8699 9630 Passcode: 728043 One tap mobile +13017158592
11/18/2021	Thursday	12pm	<a href="https://amerihealthcaritas.zoom.us/j/7MbQMSizHZyZ69cPvaWk8Bu">https://amerihealthcaritas.zoom.us/j/7MbQMSizHZyZ69cPvaWk8Bu</a>	Meeting ID: 957 6765 2697 Passcode: 805423 One tap mobile +13017158592
11/30/2021	Tuesday	8am	<a href="https://amerihealthcaritas.zoom.us/j/7p5oAGEst9yXwMC5yQ">https://amerihealthcaritas.zoom.us/j/7p5oAGEst9yXwMC5yQ</a>	Meeting ID: 993 1562 9126 Passcode: 177321 One tap mobile +13126266799
12/1/2021	Wednesday	3pm	<a href="https://amerihealthcaritas.zoom.us/j/73zsszpwd_vnlQFPfD">https://amerihealthcaritas.zoom.us/j/73zsszpwd_vnlQFPfD</a>	Meeting ID: 979 9953 3366 Passcode: 682055 One tap mobile +13017158592
12/2/2021	Thursday	11am	<a href="https://amerihealthcaritas.zoom.us/j/7DteTqCRcP0FWqBEI">https://amerihealthcaritas.zoom.us/j/7DteTqCRcP0FWqBEI</a>	Meeting ID: 962 6187 2640 Passcode: 194226 One tap mobile +13017158592
12/8/2021	Wednesday	11am	<a href="https://amerihealthcaritas.zoom.us/j/7aJKU099L_YW5qg5pLjwk">https://amerihealthcaritas.zoom.us/j/7aJKU099L_YW5qg5pLjwk</a>	Meeting ID: 951 6515 2856 Passcode: 413690 One tap mobile +13126266799
12/15/2021	Wednesday	11am	<a href="https://amerihealthcaritas.zoom.us/j/7ivqDkqEtPflsuCRFSWNS6QQRU5koy8">https://amerihealthcaritas.zoom.us/j/7ivqDkqEtPflsuCRFSWNS6QQRU5koy8</a>	Meeting ID: 969 4176 2087 Passcode: 646306 One tap mobile +13126266799

**If you have any questions, or would like more information regarding this new program, please contact your Provider Account Executive.**