

CARE IS THE HEART OF OUR WORK



At **AmeriHealth Michigan**, our goal is to establish an efficient, transparent relationship with all of our providers — one that helps your business and your patients stay healthy. We are part of the AmeriHealth Caritas Family of Companies and our commitment is to deliver the tools and expertise you need to help you improve the lives of your most vulnerable patients.

The efficiency you deserve

- Electronic claims submission and funds transfer system reduces paperwork and expedites payments, resulting in accurate, timely reimbursement.
- Innovative technology lets you review detailed patient history and alerts you to clinical and preventive care gaps.
- Web-based provider portal supplies detailed member information to you in an instant.

The resources you deserve

- Coordinated care approach through our outreach team means we work with you to get your patients the care they need when they need it.
- Direct peer-to-peer access with locally based medical directors to discuss important patient issues.
- Regular provider meetings to solicit feedback from you and your staff.
- Provider representatives live and work in your local area.
- Dedicated provider support line is available 24 hours a day, 7 days a week.

The partner you deserve

- Maternity management program makes sure babies start healthy — and stay healthy.
- Care Management and Outreach Team outbound calling program proactively addresses member care gaps.
- Unique programs to help manage chronic disease, including diabetes, asthma, cardiovascular disease and more.
- As states adapt to the changing health care landscape, our experience makes us the best choice for providers like you.

Our mission

We help people get care, stay well and build healthy communities.

We have a special concern for those who are poor.

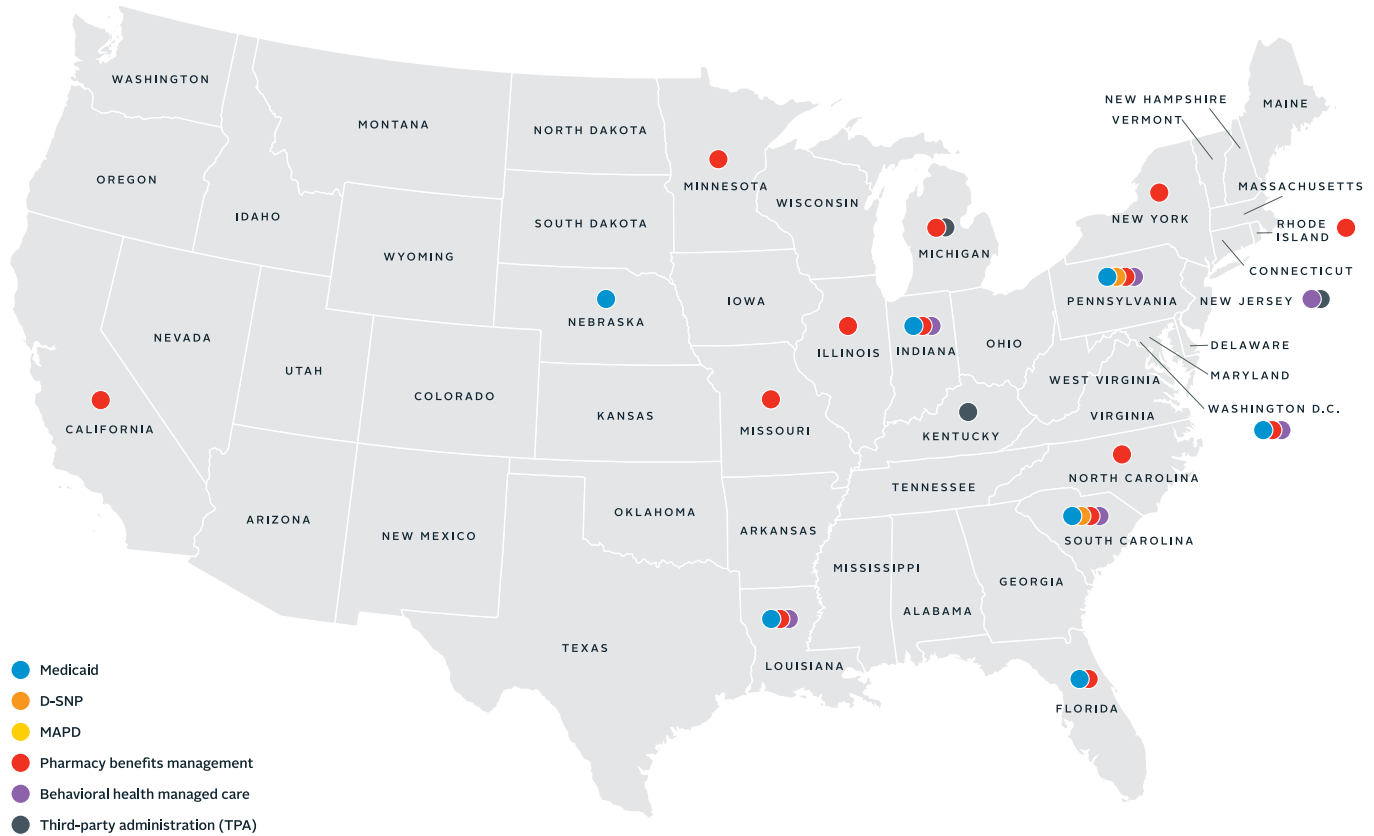


A PROGRAM OF



About AmeriHealth Caritas

The AmeriHealth Caritas Family of Companies is a leader in providing health care solutions for the underserved and chronically ill. AmeriHealth Caritas is among the largest organizations of managed care plans and related businesses in the United States, touching the lives of more than 6 million individuals covered by Medicaid, Medicare and other insurance.



Leading America in health care solutions for the underserved and chronically ill.

Our record of success

With our nationwide presence, serving more than 6 million members, AmeriHealth Caritas handles an average of 2.6 million member and provider calls annually in our 24-7 call centers. Each month we process approximately 2.2 million claims and facilitate more than 1.4 million inquiries through our robust provider portal.

Companywide, we process over 25 million claims annually and, of those, 84 percent are auto-adjudicated. Clean claims are processed within 13 days on average.

The success of AmeriHealth Caritas' mission-driven programs is evidenced by the national recognition and awards received.

- All of our eligible Medicaid plans retained a "Commendable" NCQA status in 2014-2015, putting us in the top 21 percent of all Medicaid plans.
- Our South Carolina health plan continues to rank as the top Medicaid health plan in that state.
- Our two eligible Pennsylvania health plans remain among the top four Medicaid health plans in the Commonwealth.

*Based on NCQA Medicaid Health Insurance Plan Rankings 2014-2015, issued September 2014.

More than 6 million covered lives
3,800+ employees
NCQA accredited