

Other Resources

Fraud, Waste and Abuse

Reporting Abuse, Neglect and Exploitation

Americans with Disabilities Act (ADA)

Pharmacy - High Risk Drugs for the Elderly



Report suspected fraud, waste or abuse to AmeriHealth Caritas VIP Care Plus

Providers who suspect that a AmeriHealth Caritas VIP Care Plus provider, employee or member is committing fraud, waste or abuse should notify the AmeriHealth Caritas VIP Care Plus Special Investigative Unit as follows:

- By phone: 1-866-833-9718
- By U.S. mail:

AmeriHealth Caritas VIP Care Plus Special Investigative Unit
200 Stevens Drive
Philadelphia, PA 19113

Reports may also be sent directly to the U.S. Department of Health and Human Services one of the following ways:

- By calling 1-877-7SAFERX (772-3379)
- Online at hhstips@oig.hhs.gov

Information may be left anonymously.

Reporting Abuse, Neglect and Exploitation

All AmeriHealth Caritas VIP Care Plus providers are required to identify, prevent and report abuse, neglect and exploitations of enrollees. As soon as a provider suspects that abuse is occurring, they are required to call the Michigan Department of Human Services Adult Protective Services. Michigan provides a statewide 24-Hour Hotline: 1-855-444-3911.

If you suspect abuse, neglect or exploitation of a resident of a nursing home by another resident or by a nursing home employee, notify:

- Bureau of Health Services Abuse Hotline: 1-800-882-6006
- Michigan Protection and Advocacy Service, Inc.:
 - Developmental Disabilities: 1-800-288-5923
 - Mental Illness: 1-800-288-5923
- Attorney General 24-hour Health Care Fraud Hotline: 1-800-24-ABUSE / 1-800-242-2873

Providers are also required to alert the AmeriHealth Caritas VIP Care Plus Case Manager within 24 hours of making a report to Adult Protective Services.

As a plan participating in the MI Health Link Medicare-Medicaid program, we must provide our members with access to all covered medical services and essential health benefits. We are required to reasonably accommodate members and ensure programs and services are as accessible (including physical and geographic access) to individuals with disabilities as they are to individuals without disabilities. Accordingly, we will inform members in the provider directory of a provider's ability to accommodate special needs.

AmeriHealth Caritas VIP Care Plus asks that providers complete an assessment for each physical practice location to ensure we are providing AmeriHealth Caritas VIP Care Plus members with the most accurate information regarding your practice. You may complete the survey on our website under the [Providers > Self-Service Tools > Americans with Disabilities Act \(ADA\) Attestation](#) the following ways:

- Online survey
- Fillable PDF which can be sent to the following:
 - E-mail PDF to:
MichiganProviderNetwork@amerihealthcaritas.com or
 - Fax to: 1-855-306-9762

Are your providers prescribing high-risk medications for your patients over age 65?

High-risk medications are those identified by American Geriatric Society (AGS) Beers Criteria which tend to cause adverse drug events in older adults due to their pharmacologic properties and the physiologic changes of aging.

Prescription drug use by the elderly can often result in adverse drug events that contribute to:

- ✓ Hospitalization
- ✓ Increased duration of illness
- ✓ Nursing home placement
- ✓ Falls and fractures.

Potentially inappropriate medications continue to be prescribed for and taken by older adults despite the recognition of increased likelihood of adverse drug events and evidence of poor outcomes in elderly patients. AmeriHealth Caritas VIP Care Plus would like to work with providers to find safer alternatives for our members over age 65. Please contact the member's care coordinator at **1-888-978-0862**, option 5, and we will be glad to assist you.

A printable pocket guide of these medications is also available from AGS at:

[Beers Criteria Printable Pocketcard - American Geriatrics Society](#)



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VIP Care Plus