Virtual Care, Anywhere – Introducing MDLIVE

We are pleased to announce that our fully-insured members and their dependents now have free access to MDLIVE as part of their enrollment in an AmeriHealth New Jersey health plan. With MDLIVE, members can visit with a doctor 24/7/365 from their home, office, or on the go. MDLIVE’s network of board certified doctors is available by HIPAA secure video, phone, or via the MDLIVE app to assist with non-emergency care.

MDLIVE gives members the non-emergency care they need — without visiting the doctor’s office. MDLIVE is compliant with all HIPAA privacy and security requirements; and doctors can diagnose symptoms on a variety of non-emergency health issues, prescribe certain medications, and send prescriptions directly to the pharmacy. Read more.

When members can use MDLIVE:

- For non-emergency medical issues (especially as an alternative to the high cost of an emergency room or urgent care center)
- Anytime, including nights, weekends and even holidays in most states
- When their doctor or pediatrician is not available
- When it’s not convenient to leave home or work
- When traveling and need non-emergency medical care

To activate, members can call 1-888-976-7405 or log on to MDLIVE.com/amerihealthnj. Additionally, members can download the MDLIVE app for mobile use anytime, anywhere.

Watch this video the learn more.
If you have any questions, please contact your AmeriHealth New Jersey broker representative.

Disclaimers: MDLIVE does not replace the primary care physician. MDLIVE operates subject to state regulation and may not be available in certain states. *MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. For complete terms of use visit https://www.mdlive.com/consumer/terms.html

2016 submission guidelines for SEH new and retention business

AmeriHealth New Jersey would like to thank you for making our products among the top sellers in our marketplace. With sales and quoting activity in full swing, we wanted to remind you of the 2016 submission deadlines.

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*Plan submissions for SEH New-business must be received by noon on the day preceding the effective date.
All SEH Retention-business must renew on the 1st of the month. Manual plan changes must be submitted by the SEH Retention-business submission deadline, 15 business days prior to the effective date.

Important information regarding enrollment submissions and employer portal access

All enrollment transaction updates, including additions or deletions, should be submitted through the employer portal, as it is the preferred method for the submission of updates to any
If you do not have access to the employer portal, manual enrollment transactions, including additions or deletions, should be submitted to brokercare@amerihealth.com or your AmeriHealth New Jersey broker representative.

**Effective immediately, please do not fax any enrollment paperwork to EOE (215-238-7067).**

In order to gain access to the employer portal, the Employer Portal Access Form must be completed and emailed to eBusEPortalsupport@amerihealth.com. By utilizing the employer portal, you will experience an accelerated processing rate for all enrollment transactions, compared to other submission alternatives.

Please see below for the new process for adding, deleting, or updating to the employer portal:

- New portal users: fill in employer information at the top of the form and complete all fields with a Y or N.
- Delete user: fill in employer information at the top of the form, put a Y only in the Delete User field in the upper right hand corner, and include the name of the group administrator that needs their portal access removed.
- Update existing group administrator: fill in employer information at the top of the form, put a Y only in the Update User field, list the group administrator’s name, and list information to be updated.

Once this form is completed and returned, the group will receive notification.

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**New member-level census requirements**

In order to help customers get the best possible rate, a member-level census will now be required with all proposal requests. Members include employees and all dependents (e.g., spouses and dependent children). The new requirement will apply to any quote request submitted to AmeriHealth New Jersey with an effective date of April 1, 2016, or later.

**What’s required**

Member-level census must include:

- All enrolled employees and COBRA participants
  - Last name, First name
  - Member residence zip code
  - Date of birth (month, day and four digit year)
  - Gender
  - Relationship to subscriber (i.e., subscriber/spouse-partner/child/legal dependent)
  - Medical coverage tier (employee, employee/spouse, family, etc.)
- Waivers (employee covered through another qualified health plan)
- Refusals (employee has refused health coverage and is not enrolled elsewhere in a qualified health plan)

To assist with the new requirement, instructions for the member-level census template with all required fields can be found here. Please complete and submit a census with your quote request.
Provider update

AmeriHealth New Jersey is excited to announce the following providers that have been recently added to our network. Members can use the Provider Finder to see if a doctor is in their network. If you know of a provider that currently isn’t in our network, you can fill out and submit the nomination form!

Dr. Frank Ciminello is a board-certified plastic and reconstructive Surgeon in Northern New Jersey. He serves as the Section Chief of Craniofacial and Pediatric Plastic Surgery at the Hackensack University Medical Center with affiliation at Saint Barnabas, Valley Hospital, Saint Peters, and Morristown Medical Centers. Dr. Ciminello specializes in following:

- Cleft Lip and Palate
- Craniosynostosis
- Congenital Ear Disease
- Microtia
- Vascular Malformation
- Post Traumatic Facial Deformity
- General Pediatric Plastic Surgery
- Malignant and Benign skin disease
- Facial lacerations
- Facial Fractures
- Facial Reconstruction
- Facial Reanimation
- Headache Surgery

Having also completed his sub-specialty training in cosmetic surgery, Dr. Ciminello strives to bring each patient the best in modern care by providing the most up-to-date surgical procedures and innovative approaches to restore beauty and function to the face and body. This combination of experience and training uniquely allows Dr. Ciminello to offer his patients the full scope of facial and body aesthetic and reconstructive surgery.

North Jersey Brain & Spine Center is a multi-specialty neurosurgical practice that is dedicated to the delivery of expedient and technologically sophisticated care for the northern Metropolitan region, in local area hospitals. Their goals are to offer the finest surgical care and to help educate patients, along with the community of physicians about the latest advances in the rapidly changing world of the neurosciences. North Jersey Brain & Spine Center’s sub-specialties include:

- Minimally invasive spine surgery
- Brain and pituitary tumors
- Aneurysms
- Ruptured aneurysms and strokes
- Movement disorders
- Brain, spinal trauma, and pain management

Virtua Health System has also recently joined our Local Value Network. Effective January 1, 2016, AmeriHealth New Jersey members utilizing the Local Value Network will be able to visit any Virtua hospital, facility, or provider on an in-network basis. Members now have access to Virtua Health System’s three acute care hospitals, hundreds of physicians and diverse health care services.

Along with joining AmeriHealth New Jersey’s Local Value Network, Virtua will become a Tier 1 provider in AmeriHealth New Jersey's Tier 1 Advantage Plan, which will allow Tier 1 Advantage members to utilize any Virtua hospital with an enhanced benefit.
AmeriHealth New Jersey members now have access to Virtua Health System’s three acute care hospitals, hundreds of physicians and diverse health care services.

AmeriHealth New Jersey Broker Alert archive

There have been many updates to our system and our products lately. It can be hard to stay up-to-date with all of the changes. Now all of the information you need is in one place.

Each link will direct you to our Broker Alerts sent out within the past month:

1. Judith L. Roman to leave AmeriHealth New Jersey, February 8, 2016  
2. Reminder: Distribution of 1095 tax forms, February 9, 2016  
3. MDLIVE customer notification, February 15, 2016  
4. Important information about 1095-B issuance, February 16, 2016  
5. Pediatric dental communications for customers and members, February 22, 2016

February sales spotlight

This month, AmeriHealth New Jersey would like to spotlight Adam Manna!

Adam joined the AmeriHealth Small Group Retention team as an Associate Account Executive in July 2015 after graduating from Rutgers University in May of 2015. Adam was born in Chicago, and currently resides in Central Jersey. Adam appreciates traveling and finding new restaurants to enjoy.

Contact Adam if you have any questions regarding his role with Small Group Retention.

AmeriHealth New Jersey in the news

In the news:

- President & CEO Judith L. Roman to Leave AmeriHealth New Jersey, February 4, 2016

In the community

April Fools Marathon

AmeriHealth New Jersey is sponsoring the April Fools Race Series on Saturday, April 2 and Sunday, April 3. As part of our sponsorship, there are opportunities for associates, family, and friends to run or volunteer at the events taking place throughout the weekend. Both events will be held at the Resorts Hotel & Casino on the Atlantic City Boardwalk.
Event Information:

**Event #1:**
Saturday, April 2, 2016
11K (6.84 miles) and 7K (4.35 miles)
Race begins at **9:00 a.m. sharp**

**Event #2:**
Sunday, April 3, 2016
AmeriHealth New Jersey April Fools Half-Marathon (13.1 miles)
Race begins at **8:00 a.m. sharp**

If you would like to run or volunteer, please contact [Jodie Kirsch](mailto:jodie.kirsch@amerihealth.com).

Lincoln Tunnel Challenge

For the 9th consecutive year, AmeriHealth New Jersey will serve as the presenting sponsor for the Lincoln Tunnel Challenge. The annual 5K through the tunnel supports more than 25,000 Special Olympic athletics in New Jersey. This year’s event will be held on **Sunday, April 10**. Associates, family, friends, and brokers can run the race without paying the registration fee.

We look forward to seeing you at the Lincoln Tunnel Challenge. Don’t miss your chance to participate!

Contact your AmeriHealth New Jersey broker representative to register.

To ensure you receive your AmeriHealth New Jersey emails, please add brokerbriefs@amerihealth.com to your address book. If you received this email in error, or do not wish to receive future emails from us, unsubscribe.