

Improving the health and well-being of our members is the mission of AmeriHealth Caritas VIP Care. You are a valued provider, and we are honored to partner with you toward improving the health of our members.

To help achieve this goal AmeriHealth Caritas VIP Care generates Provider Performance Reports and HEDIS non-compliant member lists for your review. These reports are posted on NaviNet for you to review at any time. Please use the following steps to review the reports in NaviNet:

1. Under the Report Inquiry workflow options choose “Administrative Reports”.
2. Choose “PCP Performance Report Card” from the drop-down menu and hit select.
3. Under Choose a “Provider Group” locate your office/group from the drop-down menu.
4. Under “Select Report Type” select “Current” and hit Search.
5. Open the PCP Performance Report Card when prompted.

Please note the reports on NaviNet are refreshed monthly.

We hope you will use this Provider Performance Report and HEDIS non-compliant member list, in your efforts to help members receive missing services. If you have proof of missing services for members, please fax or email documentation (lab reports, pathology reports, surgical notes, office notes, etc.) to the Quality Management department at 1-855-396-5760 or VIPQuality@amerihealthcaritas.com so that we may update our records. For any questions or concerns regarding your report, please email the Quality Management department at VIPQuality@amerihealthcaritas.com.