



# AMERIHEALTH CARITAS



Partners  
with



SILVER LINING  
Home Healthcare

## Services now covered through Silver Lining:

- **Long Term Support Services** *including attendant care and respite care*
- **Nursing Services**
- **Complex Care**

### What is it?

The Home and Community based service program through the State of Delaware strives to keep Delawareans at home instead of having to go to a facility for care. Often called the "Medicaid Waiver" or "Long Term Care Waiver" program, there are several services available through the program including companion care, personal care and nursing care. The plan is administered by two insurance companies in Delaware; one of those companies is AmeriHealth Caritas. Silver Lining is now a credentialed provider to provide the approved services through the program to any client in the State of Delaware.

### Who is eligible?

Any patient with the AmeriHealth Caritas insurance that is eligible, as defined by the program and State of Delaware. Eligibility is determined by Utilization Management (skilled services) or Case Manager (LTSS – nonskilled services) at AmeriHealth Caritas. All services require a pre-authorization prior to starting care (sent to Silver Lining by AmeriHealth).

### To know if someone is eligible, contact one of these numbers:

**LTSS Personal Care Connector Team – 1.855.260.9544**

#### **Rapid Response Team**

*(for support with care coordinator and member access to services) – 1.844.623.7090*

**Utilization Management – 1.855.396.5770**

Skilled care (nursing services and complex care) requires a Certificate of Medical Necessity signed by the physician.

1. Confirm eligibility at the numbers above
2. Request an authorization sent to us (info below)
3. Get us the client's name, DOB, needed start date, and contact information
4. We'll take it from there and can do our intake assessment anywhere (facility or home) – the sooner the better to make any transitions a great client experience!

Call 24/7 **302.724.7902** or fax **855.631.4365**  
or email us at: **jackie@silverlininghealthcare.com**  
**silverlininghealthcare.com**