

July 24, 2025

UST HealthProof To Support ACNC Providers in Closing Documentation Gaps for Members With Chronic Conditions

AmeriHealth Caritas North Carolina (ACNC) has contracted with UST HealthProof (UST) to support providers in collecting complete and accurate member health histories to help facilitate correct billing and clinical insights. Specifically, UST will help ensure that medical records for ACNC members with chronic health conditions are coded and documented in compliance with the Department of Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), and state specific documentation guidelines.

Provider Engagement Coordination (PEC) program

The PEC program uses a clinical documentation improvement (CDI) alert — delivered in paper or electronic format — to identify potential diagnosis and quality measurement gaps. UST may be contacting you to determine the best way to support your practice — either on-site, remotely, or electronically — to support timely and accurate documentation of chronic conditions and member care.

Benefits of the PEC program include:

- Helping to improve care coordination and plan quality performance by flagging past or suspected conditions and care gaps for you to review during patient visits
- Confirming accurate and complete medical records and HEDIS gap closure
- Pre-populating alerts with relevant clinical information to reduce the time it takes for providers to identify and document historical conditions
- Seamlessly delivering CDI alerts through a method that fits your practice's administrative approach (e.g., EMR, secure fax, or on-site)

This change will take effect **August 1, 2025**. If you would like more information or are contacted by UST, please reach out to your [Provider Network Management Account Executive](#) for support.