

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** April 26, 2019

**Subject:** AmeriHealth Caritas Louisiana Member Reassignment Policy

**Summary:** Effective July 1, 2019, AmeriHealth Caritas Louisiana will adopt a member reassignment policy, which will include core elements as outlined in Louisiana Department of Health's Informational Bulletin 19-6.

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**Please Note:** AmeriHealth Caritas Louisiana performed a "soft rollout" to allow providers to preview how the member reassignment policy will be executed on July 1, 2019. During the soft rollout, Provider Network Management Account Executives will distribute reassignment analysis reports to providers. No enrollees will be moved during the soft rollout.

## What is the purpose of the member reassignment policy and what should providers expect?

The purpose of the member reassignment policy is to ensure Medicaid members are assigned to the most appropriate primary care provider (PCP). **This applies to all AmeriHealth Caritas Louisiana Network PCPs.**

## How and when will providers be notified?

- AmeriHealth Caritas Louisiana will perform a quarterly PCP re-assignment analysis for the previous 12 months for all in-network PCPs.
- **Commencing on July 1, 2019,** AmeriHealth Caritas Louisiana will distribute quarterly reports of the PCP reassignment analysis to providers.
- Providers will have **15 business days** to review and respond before any member is reassigned.
- If a provider does not respond, AmeriHealth Caritas Louisiana will begin the reassignment process.

## How will AmeriHealth Caritas Louisiana determine member reassignments?

Members will be eligible for reassignment if:

- Member is over 19 linked to a Pediatrician/PCP with member age limitations; or

- Member has one or more visits to an unassigned PCP in claims history within the previous 12 months including wellness visits and sick visits; and
- Member has been assigned to current PCP for at least 90 days.

Members will not be reassigned if:

- Member has one or more visits to a PCP other than their PCP of record within the same TIN as their assigned PCP; or
- Member has not had a visit with their current PCP or any other PCP within the previous 12 months.

### Where can you find reports to review your roster?

- Updated panel roster reports are available via NaviNet on the 15<sup>th</sup> of each month.
- The panel rosters can be pulled via PDF or Excel or CSV, which can be filtered and/or sorted per the provider's preference.

If your practice is not registered with NaviNet, we highly recommend registering. To register, please visit [www.navinet.net](http://www.navinet.net) and sign up or contact your Provider Account Executive.

#### Questions:

If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.

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