

To: AmeriHealth Caritas Louisiana Providers

Date: January 30, 2018

Subject: Importance of Updating Demographic Information

Summary: Importance of updating provider demographic information to maintain accurate data in AmeriHealth Caritas Louisiana's provider directory.

Reminder: Providers are required to update changes in demographic information at least 60 days prior to the change.

For your convenience, AmeriHealth Caritas Louisiana offers multiple ways for providers to comply with this requirement and submit demographic updates:

- **Provider Change Form** – Providers can update demographic information throughout the year via the Provider Change form located at www.amerhealthcaritasla.com > Providers > Forms.
- **Account Executives** – During visits with providers, account executives can submit demographic updates at the provider's request.
- **Provider Validation Notice** – Twice a year, AmeriHealth Caritas Louisiana sends a Validation of Practice and Practitioner Records request to providers. Providers are asked to review current demographic information as it is listed in the directory and submit updates or corrections. **Please note: Providers will be given 30 days to attest to the accuracy of the information or submit any changes. Failure to respond in the specified time frame may result in claim denials.**
- **Demographic Updates via NaviNet** – In the 2nd quarter of 2018, providers will have the capability to update demographic information via our secure provider portal, NaviNet. Providers will be notified once this tool is available.

The AmeriHealth Caritas Louisiana Provider Directory is a resource for both members and providers. It is required that you inform us of any changes to demographic information to ensure that we have the most up to date data.

Questions:

Thank you for your continued support and commitment to the care of our members. 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.