PROVIDER*ALERT*

AmeriHealth Caritas
Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **July 27, 2021**

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

Summary: AmeriHealth Caritas Louisiana has updated the member reassignment policy, which includes core elements as outlined in Louisiana Department of Health's Informational Bulletin 21-14.

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.**

What was updated and how will providers be notified?

- AmeriHealth Caritas Louisiana will continue to provide a quarterly PCP re-assignment claims analysis for the previous 12 months for all in-network PCPs.
- AmeriHealth Caritas Louisiana will now distribute **quarterly** reports of the PCP reassignment claims analysis to providers **on the 15th calendar day of the second month of each quarter.** If the due date falls on a weekend or a State-recognized holiday, the results will be published on the next business day.
- The report will identify all enrollees eligible for reassignment from the PCP along with enrollees eligible for assignment to the PCP.
- The report provides a count of members with PCP visits and members without PCP visits.
- The report provides a count of members who were seen by different PCPs from their assigned PCPs.
- Providers will have **15 business days** to review and respond before any member is reassigned.
    - Providers who disagree with AmeriHealth Caritas Louisiana's data claims analysis have the ability to send in a dispute via PCPAssignment@amerihealthcaritas.com.
    - Providers must furnish documentation verifying the enrollee has been seen during the previous 12 months.
- If a provider does not respond, **on the 16th business day** 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 Panel Roster?

- Panel roster reports are available via the secure provider portal, NaviNet, on the 15th 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.
- The reports will identify all enrollees on the panel roster including new enrollees, as well as indicators to reflect if the enrollees were auto-assigned or not.

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

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 Provider Services at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert?
You can find a complete listing of provider alerts on the Provider Newsletters and Updates page of our website.

Where can I find more information on COVID-19?
AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit http://amerihealthcaritasla.com/covid-19 for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.