
To: AmeriHealth Caritas Louisiana Providers

Date: September 8, 2021

Subject: Informational Bulletin 19-3: Medicaid Managed Care Provider Issue Resolution (revised 9/8/21)

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

This bulletin outlines the available options to providers for pursuing resolution of issues with AmeriHealth Caritas Louisiana and other Medicaid Managed Care Organizations (MCO) effective Feb. 1, 2019. Unless explicitly notated, providers should first seek resolution with AmeriHealth Caritas Louisiana/the MCO directly, prior to engaging LDH or other third parties.

For issues related to AmeriHealth Caritas Louisiana claims, contact:

AmeriHealth Caritas Louisiana:

1-888-922-0007

network@amerihealthcaritasla.com

For issues requiring executive level review, contact:

Kyle Viator, CEO

kviator@amerihealthcaritasla.com

Please review [IB 19-3](#) (revised 9/8/21) for full details.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm (CST) daily.

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