

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: March 16, 2023

Subject: Guidelines for Provider Complaints and Dispute Processing and Resolution Policy

Summary: Guidelines for Provider Complaints and Dispute Processing and Resolution Policy

AmeriHealth Caritas Louisiana would like to make you aware of the Provider Complaints and Claim Dispute Processing and Resolution Policy that has been approved by the Louisiana Department of Health in accordance with La. R.S. 46:460.54. The guidelines can be found at the following link on our website under Administrative Policies:

<https://www.amerihealthcaritasla.com/provider/resources/index.aspx>

Providers can now submit the following via [Navinet](#):

- Claim Reconsiderations (1st level disputes)
- Claim Appeals (2nd level disputes)
- Independent Review Reconsiderations
- Complaints
- Appeals on behalf of the member (medical necessity denials pre-claim)

The provider must be registered with [Navinet](#) to utilize this option.

Reminder: If your practice is not registered with our website portal-[NaviNet](#), we highly recommend registering. To register, please visit

<https://www.amerihealthcaritasla.com/provider/resources/navinet/index.aspx>

to sign up or contact your Provider Account Executive for details.

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](#).

Missed an alert?

You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com

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, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.