
To: AmeriHealth Caritas Louisiana Providers

Date: April 11, 2023

Subject: [Informational Bulletin 19-3](#): Medicaid Provider Issue Resolution
(Revised April 10, 2023)

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

Medicaid Provider Issue Resolution

This bulletin outlines the available options to providers for pursuing resolution of issues with AmeriHealth Caritas Louisiana and the state's fee-for-service claims processor, Gainwell Technologies. 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 claims or services rendered under fee-for-service Medicaid, contact:

Gainwell Technologies
1-800-473-2783
P.O. Box 91024, Baton Rouge, LA 70821

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
or
Thomas Godfrey, Director of Plan Operations & Admin.
tgodfrey@amerihealthcaritasla.com

If ACLA or its subcontractors discover errors made when a claim was adjudicated, ACLA (or its subcontractors) shall make corrections and reprocess the claim within fifteen (15) calendar days of discovery, or if circumstances exist that prevent ACLA (or its subcontractors) from meeting this time frame, a specified date shall be approved by LDH. ACLA (or its subcontractors) shall automatically recycle all impacted claims for all providers and shall not require the provider to resubmit the impacted claims.

For full details, please see [IB 19-3 revised 4.10.23](#).

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 daily.

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