

To: AmeriHealth Caritas Louisiana Providers

Date: April 11, 2023

Subject: Provider Network Monitoring Reviews

Summary: Provider agreements require cooperation with requests for information, including requests to submit requested provider records for reviews.

As a Healthy Louisiana Managed Care Organization, AmeriHealth Caritas Louisiana is required to obtain data through provider record reviews to comply with state and federal regulations. Providers are required to respond to requests for provider record documentation within the specified timeframe.

Reasons for requests include:

- Adherence to minimum provider qualifications
- Adherence to appointment availability standards
- Accuracy of provider demographics associated with service locations

The link to our Behavioral Health Provider Network Monitoring Tool Elements process can be reviewed below: <https://www.amerihealthcaritasla.com/provider/behavioral-health/contracting-credentialing.aspx>.

In an effort to decrease interruption of the day-to-day functions of your office, we offer numerous options for document collection:

- On-site visits
- Fax
- Secure email
- AmeriHealth Caritas Louisiana secured media
- Mail

As a reminder, AmeriHealth Caritas Louisiana may impose corrective action plans, monetary penalties, sanctions, or reductions in payment on providers for specific failures to comply with the provider agreement. This shall include but may not be limited to a provider's failure or refusal to respond to requests for information, including provider records.

To register for our provider portal access-NaviNet, please visit <https://www.amerihealthcaritasla.com/provider/resources/navinet/index.aspx>.

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.