

Louisiana Department of Health Informational Bulletin



To: AmeriHealth Caritas Louisiana Providers

Date: August 2, 2023

Subject: [Informational Bulletin 19-3](#): Medicaid Provider Issue Resolution
(Revised July 31, 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. Unless explicitly notated, providers should first seek resolution with AmeriHealth Caritas Louisiana directly, prior to engaging LDH or other third parties.

For issues related to AmeriHealth Caritas Louisiana Claim Reconsiderations, contact:

AmeriHealth Caritas Louisiana
1-888-922-0007

network@amerihealthcaritasla.com

By mail: Attn: 1st Level Provider Dispute

AmeriHealth Caritas Louisiana
P.O. Box 7323
London, KY 40742

By web: <https://identity.navinet.net/>

For issues related to AmeriHealth Caritas Louisiana Claim Appeals, contact:

AmeriHealth Caritas Louisiana
Attn: 2nd Level Provider Dispute
P.O. Box 7323
London, KY 40742

By web: <https://identity.navinet.net/>

For issues requiring executive level review, contact:

Kyle Viator, CEO

kviator@amerihealthcaritasla.com

or

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

For full details, please see [IB 19-3 revised 7.31.23](#).

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.