

To: AmeriHealth Caritas Louisiana Providers

Date: November 25, 2025

Subject: End of 2025 Reminders

Summary: AmeriHealth Caritas Louisiana is sharing reminders that can benefit your patients, help them receive needed treatment, close care gaps, and promote wellness.

AmeriHealth Caritas Louisiana is committed to working closely with providers to improve the quality of care of our members. We utilize the Healthcare Effectiveness Data and Information Set (HEDIS[®]) tool, developed by the National Committee for Quality Assurance (NCQA), to reference key measures that promote whole-person wellness.

Friendly Reminders/Considerations:

- Reach out to any patients who have disengaged from treatment over the past year.
- Encourage members to use available healthcare benefits.
- Utilize case management services, whether internal or external.
 - At AmeriHealth Caritas Louisiana, we provide the following benefits that can reduce barriers:
 - Case Management
 - Transportation to appointments, including a stop at a local pharmacy for medications
- When providing medication management, assess medication adherence, side effects, and potential medication interactions, and create a person-centered medication adherence plan with your patients as necessary.
 - Assess the member's potential for benefiting from psychosocial care, such as individual therapy or group therapy.
- Ensure all education and follow-up instructions are understandable to the patient.
 - Consider using the teach-back method
- Facilitate the completion of metabolic labs as required.
- If you do not provide medication management, engage in active coordination of care, and encourage engagement with PCP and specialist(s) as necessary.
 - Remind patients to consult with their provider before stopping any medications.
- Develop person-centered treatment planning and ensure goals are SMART (Specific, Measurable, Achievable, Relevant, and Time-bound).
- For all members recently discharged from an Emergency Department or inpatient facility following behavioral health or substance use treatment, attempt to schedule a follow-up appointment within 7 days of their discharge.
- Provide clinical and non-clinical referrals when necessary.

Remember, coordination of care is vital for patients with comorbidities, co-occurring disorders, and/or when struggling with meeting their basic needs.

Important Numbers:

- Louisiana Crisis Hub (LCH)
1-855-24CARES
1-855-242-2735
In life-threatening situations, call 911.
- Member Services
1-888-756-0004
TTY for the deaf: 1-866-428-7588
- Pharmacy Member Services
1-866-452-1040
TTY for the deaf: 1-855-294-7047
- Non-Emergency Medical Transport (NEMT)
1-888-913-0364

Disclaimer: Physicians and other health care providers are solely responsible for the treatment decisions for their patients and should not use the information in this communication to substitute independent clinical judgment.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

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