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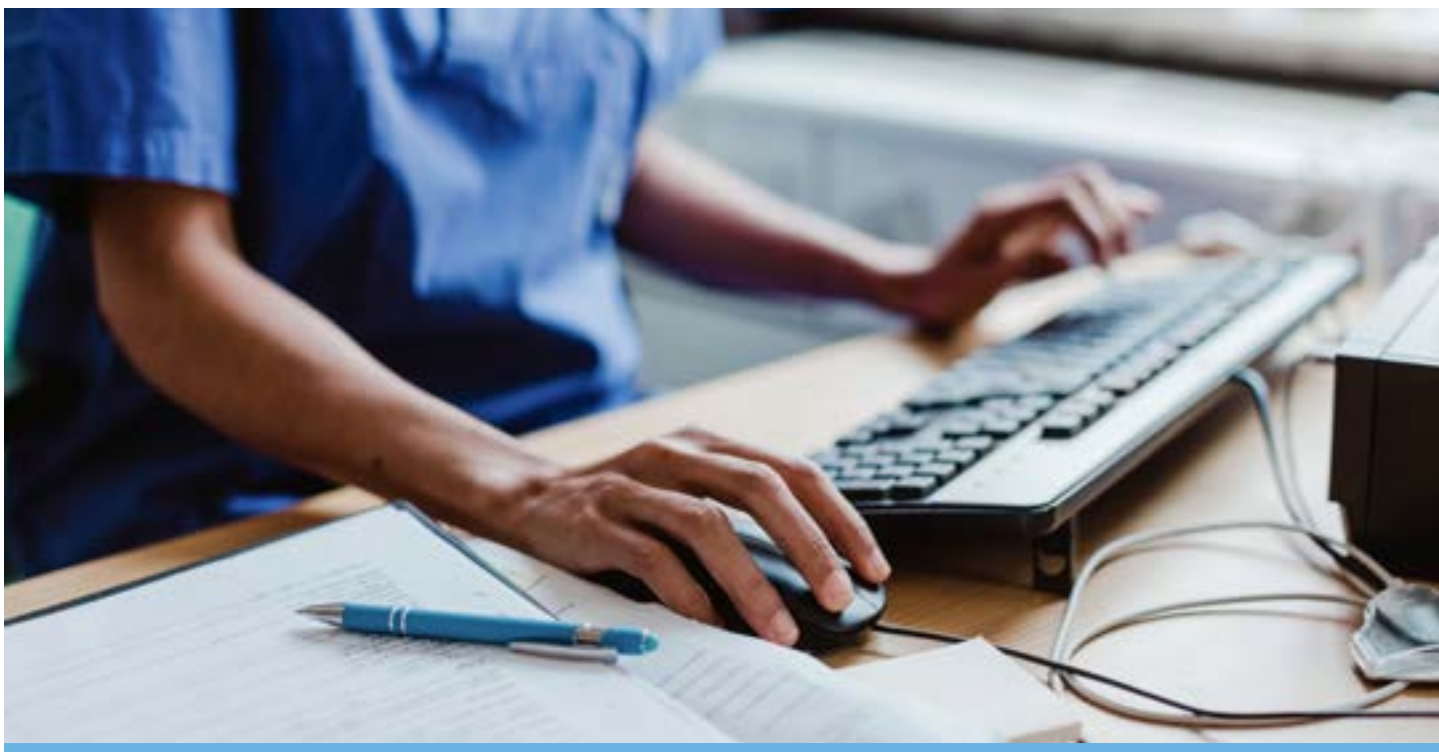
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Billing for specialized mental health and substance use services for dual-eligible individuals

(revised November 6, 2025)

AmeriHealth Caritas Louisiana would like to inform you that the Louisiana Department of Health has revised guidance on billing for specialized mental health and substance use services for dual-eligible individuals.

The revisions are underlined.

Hospital and professional claims

This is a two-step process:

1. Providers should submit claims for dual-eligible members to Medicare as the primary payer for hospital and professional claims. The provider will receive the Medicare allowable amount for all covered services.
2. Medicare will then electronically transmit all hospital and professional claims to Medicaid for adjudication as the secondary payer.

EXCEPTION: Since Medicare does not enroll and reimburse billing providers for professional claims submitted for Provisionally Licensed Professional Counselors (PLPC), Provisionally Licensed Marriage and Family Therapists (PLMFT), Licensed Master Social Workers (LMSW), and Licensed Addiction Counselors (LAC), all professional claims, including ones for individual, family, and group

therapy, should be submitted directly to AmeriHealth Caritas Louisiana, bypassing Medicare.

Services delivered by unlicensed staff

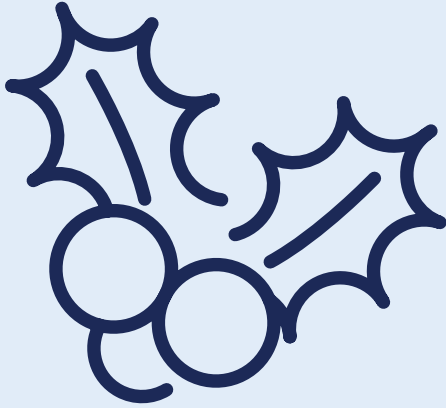
The mental health and substance use services listed below are not reimbursed by Medicare. Providers should submit claims directly to AmeriHealth Caritas Louisiana. Submitting the claims to Medicare first is not required and will result in a denial and delay in payment.

- H2021 — Dialectical behavioral therapy

The following have been removed from the mental health and substance use services list:

- H0012 — Alcohol and/or drug abuse service; sub-acute detoxification (residential addiction program outpatient) (Level 3.2WM)
- H0019 — Addiction — behavioral health, long-term residential (non-medical, non-acute care in a residential treatment program where stay is typically longer than 30 days), without room and board, per diem (adult only Level 3.3)

For full details, please see **Informational Bulletin 15-17 (Revised 11.6.2025)**.



Holiday schedule

Happy holidays! Due to the holiday season, the AmeriHealth Caritas Louisiana administrative offices will be closed on:

December		January	
WED	THURS	WED	THURS
24	25	31	1

- Wednesday, December 24, 2025, (1/2 day), in observance of Christmas Eve
- Thursday, December 25, 2025, in observance of Christmas Day
- Wednesday, December 31, 2025, (1/2 day), in observance of New Year's Eve
- Thursday, January 1, 2026, in observance of New Year's Day

If you and/or your patients need to contact us for urgent matters during this time, contact:

- Utilization Management team at **1-888-756-0004**
- Behavioral Health Utilization Management team (providers only) at **1-855-285-7466**
- Member Services at **1-888-756-0004** (TTY **1-866-428-7588**)

Check issuance schedule for claims payment: There will be no check issuance on Thursday, December 25, 2025. The final check issuance for 2025 will be on Friday, December 26, 2025.



2026 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Member Satisfaction Survey to go out to members

Did you know AmeriHealth Caritas Louisiana members have the opportunity to rate the care they receive from providers?

As a network provider, you play a vital role in our members' perception of health care services. Your interactions with our members play a crucial role in their satisfaction and can significantly enhance their overall health care experience.

See the following for information on the upcoming CAHPS member satisfaction survey.

CAHPS: Consumer Assessment of Healthcare Providers and Systems is a survey used to evaluate member satisfaction.

- It takes place annually, starting in February.
- It is sent to a random sample of members.
- Members are asked to rate their experience with *Getting Needed Care, Getting Care Quickly, Rating of Personal Doctor/ Specialist, and How Well Doctors Communicate*.
- From February to May, encourage your patients to complete the survey if they receive one.

The survey lets you see how patients perceive the care that you provide. Your interaction with our members directly impacts member satisfaction and can improve the members' experience with the care they receive.

Help us improve member and provider relationships by sharing your demographic and language data



At AmeriHealth Caritas Louisiana, we believe quality care starts with informed choice and culturally responsive connections between members and providers. AmeriHealth Caritas Louisiana collects, stores, and reports race, ethnicity, and language (REL) data from providers and their offices that is made available to members upon request.

By sharing your demographic information, including but not limited to race, ethnicity, and/or language, you help empower our members to make informed decisions about their care, improve health equity, and support stronger health outcomes for the communities we serve.

This data allows us to:

- Provide members with meaningful, choice-based information when selecting a provider.
- Tailor resources and services to meet the cultural and linguistic needs of our diverse member population.
- Monitor and address health disparities across our network.

Providers may self-report using the Provider Change Form on our website located at: <https://www.amerihhealthcaritasla.com/content/dam/amerihhealth-caritas/acla/pdf/provider/resources/forms/provider-change-form.pdf.coredownload.inline.pdf>.

What is race and ethnicity data?

Race is a classification of humans based on genetic characteristics, such as lineage, which is when a group is connected by common descent.¹ The federal government uses six racial categories when collecting race:

- | | |
|-------------------------------------|-------------------------------------|
| • American Indian* or Alaska Native | • Pacific Islander/ Native Hawaiian |
| • Asian | • White |
| • Black/African American | • Middle Eastern/ North African |

*Please be aware that some people consider “American Indian” outdated. Use terminology preferred by the community or individual whenever possible.²

Ethnicity is a classification of humans based on historical connection by a common national origin or language. Ethnicity could be defined as a person’s roots, ancestry, heritage, country of origin, or cultural background. The two ethnic categories as defined by the federal government are:

- | | |
|------------|----------------|
| • Hispanic | • Non-Hispanic |
|------------|----------------|

Why is language data necessary?

The first step to strong patient-centered care is direct communication. Language is more than a communication tool; we express emotions, retain critical information, and make decisions in the language that we most prefer. Providing data on the language(s) spoken by the provider and their staff is the first step in strong communication between patients and providers.

Spoken language refers to the language in which a member prefers to speak about their health care.

Written language refers to the language in which a member prefers to read or write about their health care.

Federal laws and other guidance speak to nondiscrimination practices such as meaningful access through language access programs.

How do we collect this information?

AmeriHealth Caritas Louisiana collects provider REL data through our standard processes such as credentialing, recredentialing, and provider roster updates using the federal categories established by the Office of Management and Budget (OMB).

How do we store and share your provider demographic/REL information?

REL data is housed in a database that is made available to members.

- Gender data is available through the AmeriHealth Caritas Louisiana provider directory.
- Provider’s language, staff’s language, and additional language services are also available through the provider directory.

Please note: Race and ethnicity data is not displayed in our provider directories and will only be provided upon direct request by the member. Only language and gender information are shown publicly.

1. “Race,” National Human Genome Research Institute, January 14, 2025, <https://web.archive.org/web/20250114154121/https://www.genome.gov/genetics-glossary/Race>, accessed December 17, 2025.

2. “Race-Related Coverage,” *AP Stylebook*, Associated Press, https://www.apstylebook.com/ap_stylebook/race-related-coverage, accessed December 17, 2025.

Demystifying common provider concerns

“My race and ethnicity have no impact on the care I give.”

Being grounded in cultural responsiveness is critical to building rapport, comfort, and trust with patients from various cultures.³ REL data is one essential tool that health plans use to establish, enhance, and promote cultural competence.⁴

“My practice is equipped to support language services, so how does what language I or my staff speak matter?” When the health plan shares other languages spoken by the provider network, members have the autonomy to select a provider that matches their cultural and linguistic preferences.

Sharing your race, ethnicity, and language with AmeriHealth Caritas Louisiana may feel uncomfortable at first. However, this is an important piece of provider-patient shared decision-making. Racial or ethnic concordance has been shown to have a positive impact on health outcomes and reduce health expenditures outcomes⁵ and reduce health expenditures.⁶

3. Carrington Moore et al., “It’s Important to Work with People that Look Like Me’: Black Patients’ Preferences for Patient-Provider Race Concordance,” *J Racial Ethn Health Disparities*, Vol. 10, No. 5, December 19, 2022, <https://web.archive.org/web/20250114092031/https://pmc.ncbi.nlm.nih.gov/articles/PMC9640880/>, accessed December 17, 2025..

4. Megan Johnson Shen et al., “The Effects of Race and Racial Concordance on Patient-Physician Communication: A Systematic Review of the Literature,” *J Racial Ethn Health Disparities*, Vol. 5, No. 1, 2018, pp. 117 – 140, <https://web.archive.org/web/20241228034235/https://pmc.ncbi.nlm.nih.gov/articles/PMC5591056/pdf/nihms858748.pdf>, accessed December 17, 2025.

5. “Do Black Patients Fare Better With Black Doctors?” American Association of Medical Colleges, June 6, 2023, <https://web.archive.org/web/20250119013744/https://www.aamc.org/news/do-black-patients-fare-better-black-doctors>, accessed January 19, 2025.

6. Timothy T. Brown et al., “Shared Decision-Making & Racial or Ethnic Concordance Reduces Health Expenditures,” National Institute for Health Care Management Foundation, August 2023, https://nihcm.org/assets/articles/FINAL_RI-PDF-Tim-Brown_2023-07-12-032727.pdf, accessed July 22, 2025.

Additional resources

Marcella Alsan et al., “Does Diversity Matter for Health? Experimental Evidence from Oakland,” Working Paper 24787, National Bureau of Economic Research, June 2018 https://www.nber.org/system/files/working_papers/w24787/w24787.pdf, accessed December 17, 2025.

Erin Dehon et al., “A Systematic Review of the Impact of Physician Implicit Racial Bias on Clinical Decision Making,” *Academic Emergency Medicine: Official Journal of the Society for Academic Emergency Medicine*, Vol. 24, No. 8, August 2017, pp. 895 – 904, <https://onlinelibrary.wiley.com/doi/10.1111/acem.13214>, accessed December 17, 2025.

Sherman James, “The Strangest of All Encounters: Racial and Ethnic Discrimination in US Health Care,” *Cadernos De*

Saude Publica, Vol. 33, No. Suppl 1, May 8, 2017, <https://www.scielo.br/j/csp/a/T4FGvBDC7LkgdHdRfjqnQHc/?lang=en>, accessed December 17, 2025.

Rachel Johnson et al., “Patient Race/Ethnicity and Quality of Patient–Physician Communication During Medical Visits,” *American Journal of Public Health*, Vol. 94, No.12, December 2004, pp. 2084 – 2090, <https://ajph.aphapublications.org/doi/10.2105/AJPH.94.12.2084>, accessed December 17, 2025.

Ivy Maina et al., “A Decade of Studying Implicit Racial/Ethnic Bias in Healthcare Providers Using the Implicit Association Test,” *Social Science & Medicine*, Vol. 199, February 2018, pp. 219 – 229, <https://www.sciencedirect.com/science/article/pii/S0277953617303039>, accessed December 17, 2025.

Salimah Meghani et al., “Patient–Provider Race-Concordance: Does It Matter in Improving Minority Patients’ Health Outcomes?” *Ethnicity & Health*, Vol. 14, No. 1, February 2009, pp.107 – 130, https://www.researchgate.net/publication/23476377_Patient-provider_race-concordance_Does_it_matter_in_improving_minority_patients'_health_outcomes, accessed December 17, 2025.

Richard Street et al., “Understanding Concordance in Patient-Physician Relationships: Personal and Ethnic Dimensions of Shared Identity,” *The Annals of Family Medicine*, Vol. 6, No. 3, May 1, 2008, pp. 198 – 205, <https://www.annfammed.org/content/6/3/198>, accessed December 17, 2025.

Notice of Pregnancy (NOP) Form

Supplement your reimbursement by completing and faxing a Notice of Pregnancy (NOP) Form to our Bright Start® Department at 1-888-877-5925.

The **Notification of Pregnancy (NOP) form** (PDF) should be completed as early as possible in pregnancy for each expectant patient who is an AmeriHealth Caritas Louisiana member.

Completed AmeriHealth Caritas NOP forms should be faxed to our Bright Start Maternity Program at 1-888-877-5925.

Providers will receive a \$15.00 payment for each completed from submitted.

The NOP gives our Bright Start maternity care management team the best opportunity to appropriately assist with managing our maternity members.

A copy of the Notice of Pregnancy Form is available on the Louisiana Department of Health website.



Building patient trust – Provider Change Form

AmeriHealth Caritas Louisiana understands how important trust and a positive relationship between a patient and their health care professional can be for reducing barriers to optimal health.

Our goal is to support providers in delivering quality care and responding to the needs of diverse patient populations across Louisiana. We offer guidance, tools, and resources to support you and your staff in delivering equitable care during patient visits. One of the ways we support patient experience is by making information on providers' spoken languages and gender available to members on our website. Members who want additional information on race or ethnicity can contact us directly to identify a provider who shares a similar cultural background.

Provider Change Form

If you would like to update race, ethnicity, and/or language information for yourself or your staff, please use the **Provider Change Form** located on our website or contact your Account Executive for help with this process.

Pharmacy updates

Know your coverage

Drug Formulary (List of Medicines)

The AmeriHealth Caritas Louisiana website has a list of medicines covered by our plan. This is called the drug formulary. This list helps your health care provider prescribe medicines for you. Visit www.amerihealthcaritasla.com and under the **Pharmacy** menu, click on **searchable formulary** for the most current information.

AmeriHealth Caritas Louisiana requires that generic medicines be used, when available. If your provider decides you need a generic or brand-name medicine and it is not on the drug formulary, they may ask for it through our prior authorization (preapproval) process.

Formulary updates

Some medicines recently added to the list include:

- Generic Allegra
- Generic Clarinex
- Ferrous sulfate
- Paxlovid

Some medicines removed from the list include:

- Chantix
- Entresto
- Anoro Ellipta
- Oxtellar XR

If you would like a full copy of the drug formulary or a complete list of changes, call Pharmacy Member Services at **1-866-452-1040**, 24 hours a day, seven days a week. Pharmacy Member Services can also help if you have questions or would like to request that a medicine be added to the formulary.

Adverse incident reporting requirements

AmeriHealth Caritas Louisiana would like to remind specialized behavioral health providers of the requirement to report adverse incidents. Providers must report allegations of abuse, neglect, exploitation, or extortion directly and immediately to the appropriate protective services agency or licensing agency. AmeriHealth Caritas Louisiana must be notified within one business day of the discovery of the incident. Adverse incident reports should be faxed to AmeriHealth Caritas Louisiana at **1-844-341-7641**.

The following are types of adverse incidents that must be reported to AmeriHealth Caritas Louisiana:

- Abuse
- Exploitation
- Neglect
- Death (regardless of cause or location)
- Extortion

Providers may view the AmeriHealth Caritas Louisiana policy on adverse incident reporting and access the form here:

<https://www.amerhealthcaritasla.com/pdf/provider/provider-adverse-incident-reporting.pdf>

Credentialing rights for practitioners

After the submission of credentialing applications, health care providers have the following rights:

- Have the right to review the information submitted to support their credentialing application, with the exception of recommendations, references, and peer-protected information obtained by AmeriHealth Caritas Louisiana.
- Have the right to correct erroneous information. When information is obtained by the Credentialing Department that varies substantially from the information the provider submitted, the Credentialing Department will notify the health care provider to correct the discrepancy. The provider will have 10 calendar days from the date of the notification to correct the erroneous information. All requests for the above information must be made in writing by the practitioner.
- Have the right, upon request, to be informed of the status of their credentialing or recredentialing application. The Credentialing department will share all information with the provider with the exception of references, recommendations, or peer-review protected information (i.e., information received from the National Practitioner Data Bank). Requests can be made via phone, email, or in writing. The Credentialing Department will respond to all requests within 24 business hours of receipt. Responses will be via email or phone call to the provider.
- Have the right to be notified within 60 calendar days of the Credentialing Committee or Medical Director review decision.
- Have the right to appeal any credentialing/recredentialing denial within 30 calendar days of the written notification of the decision.
- To know that all documentation and other information received for the purpose of credentialing and recredentialing is considered confidential and is stored in a secure location that is only accessed by authorized plan associates.
- To receive notification of these rights.

To request or provide information for any of the above, the provider should contact the AmeriHealth Caritas Credentialing department at the following address:

AmeriHealth Caritas
Attn: Credentialing Department
200 Stevens Drive
Philadelphia, PA 19113.

To check the status of your application or if you have any questions or concerns regarding this process, please contact the AmeriHealth Caritas Louisiana Credentialing Department at **1-888-913-0349**.

Fax all applicable items to the Credentialing Department at **1-225-300-9199**, or signed documents may be scanned and submitted by secure email to **Credentialing@amerihealthcaritasla.com**.



Stay in touch with us as a partner in care!

As an AmeriHealth Caritas Louisiana provider, you're our partner in member care. Our goal is to help you operate effectively and efficiently. Working with providers like you, we can deliver quality, cost-effective care and better health outcomes for our members.

Stay on top of health plan news and updates via email. Sign up for our free *Network News* service to receive important health plan communications from AmeriHealth Caritas Louisiana.

We're here to answer your questions or address any concerns at the numbers below:

Provider Services: **1-888-922-0007**

Provider Network Management:
1-877-588-2248

Credentialing: **1-888-913-0349**

AmeriHealth Caritas Louisiana offers no-cost language interpretation services for our members

Members should be advised that interpretation services from AmeriHealth Caritas Louisiana are available at no cost. When a member uses AmeriHealth Caritas Louisiana interpretation services, the provider must sign, date, and document the services provided in the medical record in a timely manner.

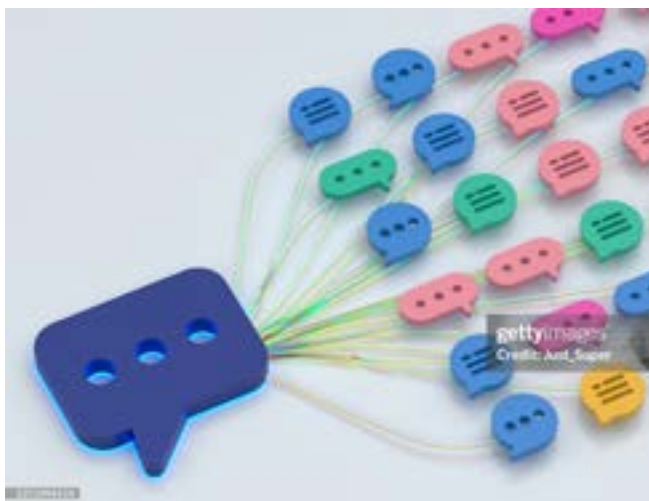
How to use our interpretation services:

- Inform the member of their right to no-cost interpretation services.
- Make sure a phone is in the room, or use a cell phone.
- Call Member Services at **1-888-756-0004**, 24 hours a day, seven days a week, with the member ID number, and Member Services will connect you to the necessary interpreter.
- Conduct the exam with an interpreter over the phone.

Interpretation tips:

- Speak directly to the patient, not the interpreter.
- Do not rush. Pause every sentence or two for interpretation.
- Use plain language. Avoid slang and sayings. Jokes do not always translate well.
- Check for understanding occasionally by asking the patient to repeat back what you said. This is better than asking, "Do you understand?"

In addition, translation services must be provided to assure adherence to providing services in a culturally competent manner. Please review additional details about cultural competency and language services on our website.



Sign up for *Network News*

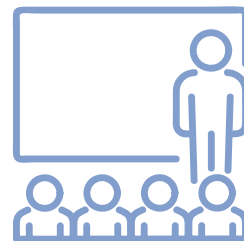
Get your health plan news via email. Sign up for our free *Network News* service to receive important health plan communications from AmeriHealth Caritas Louisiana.

To sign up, visit the provider portal on our website at www.amerihhealthcaritasla.com and click on **News and Updates**. Once you have registered, you will receive a confirmation email. If you registered previously but did not receive a confirmation email, please try registering again, and be sure to check your spam or junk mailbox for your confirmation email.



Questions

If you have questions about any content in this provider update, please get in touch with your Provider Account Executive or call Provider Services at **1-888-922-0007**.



Provider trainings

CME Outfitters cultural responsiveness training

Cultivating awareness through ongoing culturally responsive education and training

AmeriHealth Caritas Louisiana's cultural responsiveness training opportunities focus on identity-centered care and building the capacity to meet the needs of our culturally and linguistically diverse membership in the communities we serve.

We are excited to share a new training opportunity offered by CME Outfitters, an upskilling platform to offer inclusivity training. Through this training opportunity, providers, subcontractors, and their clinical staff can increase awareness, inform, and apply knowledge to practice, discover creative strategies, and build capacity to engage with marginalized communities and those who experience health inequities.

To access the educational activities:

1. Go to www.cmeoutfitters.com/health-equity-education-hub
2. Click on the activity or the **Learn More button** to read about the activity and to participate.
3. Review the course description.
4. Create a free account to participate in the activities. Each account serves as a personalized learning catalogue.
5. Follow the prompts to complete the education modules.

Continuing Medical Education/Continuing Education credit is available upon completion of the course – at no cost. CME/CE accreditations include *AMA PRA Category 1 Credits™*, American Nurses Credentialing Center (ANCC—nursing), American Academy of Physician Associates (AAPA—physician associates), Accreditation Council for Pharmacy Education (ACPE—pharmacy), American Psychological Association (APA—psychology), American Board of Internal Medicine (ABIM) Maintenance of Certification (MOC), as well as others.



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