

To: AmeriHealth Caritas Louisiana Providers

Date: June 17, 2026

Subject: Reduction in ED Visits for Low Acuity Conditions (LDH-RED) 2026

Summary: The Louisiana Department of Health has designated Reduction in ED Visits for Low Acuity Conditions a Priority Measure in 2026.

The Louisiana Department of Health and the Healthy Louisiana managed care organizations (MCOs) are increasing their focus on reducing avoidable Emergency Department (ED) utilization for low-acuity, non-emergent conditions as part of ongoing quality-improvement and population-health initiatives.

Providers play a critical role in helping members access the right care at the right time and improving appropriate utilization of primary care services.

Measure Guideline:

The eligible population includes members ages 3 months to 64 years during the measurement period with ED visits with a first-listed diagnosis of:

- Uncomplicated cystitis among women aged 18-34 years
- Upper respiratory infection (URI) (acute pharyngitis, acute tonsillitis, acute laryngitis without obstruction, acute laryngopharyngitis, acute upper respiratory infection (URI) multiple sites not elsewhere classified (NEC), acute URI not otherwise specified (NOS), chronic sinusitis (NOS), chronic and acute otitis media, allergic rhinitis, viral syndrome)
- Influenza without pneumonia
- Cellulitis, pyoderma, local skin infection

Key Goals:

Our shared goals are to:

- Improve member access to appropriate care
- Strengthen preventive care engagement
- Reduce avoidable ED utilization
- Improve overall quality outcomes for Louisiana Medicaid members

How you can help:

Improve Same-Day Access

- Reserve same-day appointment slots for acute concerns
- Expand walk-in availability when possible
- Promote after-hours access options
 - **Bill for extended access** using:

- **CPT 99050:** Services provided in the office at times other than regularly scheduled office hours
- **CPT 99051:** Services provided during regularly scheduled evenings, weekends, or holiday hours

Reinforce Member Education

Educate members on:

- When to use the ED vs PCP vs Urgent Care
- Availability of urgent care and telehealth
- How to contact the office for urgent symptoms

Schedule Follow-Up Preventive Visits

When members are present for sick visits:

- Review care gaps
- Schedule overdue preventive visits before checkout
- Perform well-visit during sick visit when appropriate, bill modifier 25

Review High ED Utilizers

Identify members with:

- Multiple ED visits
- Missed preventive care
- Chronic condition management needs

Consider targeted outreach and support for care coordination.

Ensure Accurate Documentation & Coding

Document acuity and services appropriately to support quality reporting and continuity of care initiatives.

Disclaimer: Physicians and other health care providers are solely responsible for the treatment decisions of 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](#).

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