

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** June 25, 2026

**Subject:** Person-Centered Communication

**Summary:** AmeriHealth Caritas Louisiana encourages providers to engage in person-centered communication practices when working with all members.

Person-centered communication in healthcare is an approach that prioritizes the individual's needs, preferences, and values in interactions with healthcare providers. This communication style fosters a collaborative environment where members feel respected, empowered, and engaged in their own care. Implementing person-centered communication can foster better outcomes for members, potentially foster participation among members with low engagement, enhance treatment and discharge planning processes, and put the *individual* first!

#### How You Can Help:

- Center the individual rather than the condition.
  - Describe people as having a condition or circumstance, *not* being a condition.
- Remember, there are many types of subpopulations and intersections.
- Avoid unintentional blaming.
- Be mindful of unconscious biases and embrace cultural humility.
- Be open to learning from members, embrace flexibility, and collaborate on solutions that consider their needs.
  - Foster an open dialogue to understand the 'member's unique needs, customs, beliefs, and goals as they pertain to their treatment.

Advancing health equity requires a shift in how we describe individuals and communities, as language often reflects our thoughts and attitudes. Your communication approach plays a vital role in improving our 'members' health outcomes and strengthening trust. Thank you for your partnership in delivering person-centered care to our members. If you missed our training in April, AmeriHealth Caritas Louisiana is hosting an additional training on cultural competency. The training will take place on:

**Wednesday, September 16, 2026, 1 p.m. – 2 p.m. [September meeting link](#)**

Registration is not required. Save the date in your calendar!

**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](mailto:network@amerihealthcaritasla.com).