

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: August 10, 2026

Subject: Vendor Transition for Retrospective Review Services

Summary: Important Update: Retrospective Review Vendor Enhancements

AmeriHealth Caritas is enhancing its retrospective review operations to improve accuracy and efficiency. As part of this effort, we are updating our vendor partnerships supporting retrospective data mining and complex chart review activities, with changes occurring throughout 2026.

What's Changing?

AmeriHealth Caritas Louisiana has begun transitioning these services previously performed by Cotiviti to a combination of existing and new vendor partners:

HMS Gainwell (*Expansion of Existing Services*)

- **Scope:** Retrospective Data Mining Services (previously performed by Cotiviti)
- **Status:** Existing AmeriHealth Caritas vendor (currently supporting TPL/COB services)
- **Provider Impact:** Minimal – this represents an expansion of services already in place
- **Customer Service:** 833-907-0661

Apixio (a Machinify Company) (*New Vendor*)

- **Scope:** Retrospective Complex Chart Review
- **Status:** New vendor to the AmeriHealth Caritas network
- **Customer Service:** 844-308-3781

Additional Information

Continuity of Review Concepts: Initial review concepts at go-live are standard industry practices and are consistent with those previously implemented through Cotiviti.

What This Means for Providers?

You may begin receiving medical record requests or communications from these vendors aligned with the timelines above. All vendors will operate in accordance with AmeriHealth Caritas policies and regulatory requirements. There is no change to provider contractual obligations.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact 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.