

# Louisiana Department of Health Informational Bulletin



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** January 1, 2022

**Subject:** Informational Bulletin 19-3: Medicaid Managed Care Provider Issue Resolution

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**Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.**

## **Independent Reviews**

Special Investigations Unit (SIU) post-payment reviews are not considered claims denials or underpayment disputes, therefore, SIU findings are exempt from the Independent Review Process.

Effective **January 1, 2022**, Mental Health Rehabilitation service providers have the right to an independent review of an adverse determination that results in a recoupment of the payment of a claim based on a finding of waste or fraud.

Please review [Informational Bulletin 19-3](#), revised December 30, 2021.

This information is updated in the [AmeriHealth Caritas Louisiana Provider Handbook](#) under the Independent Review section.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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**Need to update your provider information?** Send full details to: [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).