

**Frequently Asked Questions:**

**Q1: How do I credential and contract with AmeriHealth Caritas Louisiana?**

**A1:** If you have not received a network participation package from AmeriHealth Caritas Louisiana, we encourage you to contact AmeriHealth Caritas Louisiana by calling 1-888-922-0007 or email us at [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com) to request a contracting packet.

**Q2: I am already an AmeriHealth Caritas Louisiana provider. What do I need to do to continue seeing AmeriHealth Caritas Louisiana members?**

**A2:** Contact your Provider Account Executive to ensure proper set-up to provide specialized behavioral health services, if applicable.  
<http://www.amerihealthcaritasla.com/pdf/provider/bh-account-executives.pdf>

**Q3: What will happen to members that are currently being treated by a behavioral health practice/practitioner that chooses not to participate in the AmeriHealth Caritas Louisiana Network?**

**A3:** If your practice/you choose not to join the AmeriHealth Caritas Louisiana network, AmeriHealth Caritas Louisiana will work with you to transition members currently in your care to in-network providers in accordance with applicable continuity of care provisions. If you continue to provide services to AmeriHealth Caritas Louisiana members after a 90 day continuity of care period, all services provided will require prior authorization.

**Q4: What is the effective date of this transition?**

**A4:** December 1, 2015.

**Q5: What is the reimbursement?**

**A5:** AmeriHealth Caritas Louisiana will reimburse participating providers consistent with the Medicaid rate in effect on the date of service.

**Q6: Where can I find the AmeriHealth Caritas Louisiana Provider Handbook?**

**A6:** The AmeriHealth Caritas Louisiana Provider Handbook is located on our website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com). You should read the AmeriHealth Caritas Louisiana Provider Handbook as well as the AmeriHealth Caritas Louisiana Claims Filing Instructions. These documents will provide information

and guidance on AmeriHealth Caritas Louisiana policies and procedures. The Provider Handbook will be amended later in 2015 to include policies and procedures specifically applicable to behavioral health services.”

**Q7: When can behavioral health requests for authorization be sent to AmeriHealth Caritas Louisiana?**

**A7:** Authorizations for behavioral health services to be provided on 12/1/15 or after can be requested from AmeriHealth Caritas Louisiana 60 days prior to go live on December 1, 2015.

**Q8: How does my organization credential with AmeriHealth Caritas Louisiana? Do we have to go through a credentialing process?**

**A8:** Your participation in the network is contingent upon the completion of credentialing, so we encourage you to complete it the application as soon as possible and return it to your Provider Network Account Executive.

<http://www.amerihealthcaritasla.com/provider/resources/credentialing/index.aspx>

AmeriHealth Caritas Louisiana has credentialing criteria for different provider types:

- **For providers who are classified as an individual practitioner or independent practice groups -** AmeriHealth Caritas Louisiana uses Council for Affordable Quality Healthcare (CAQH) for credentialing. This is a national web-based service. Through CAQH, it is quick and easy to complete your credentialing application packet and you can share your application with any other health plans who participate with CAQH. The CAQH website can be accessed at [www.caqh.org](http://www.caqh.org). If you are interested in becoming a provider, please take time to visit the AmeriHealth Caritas Louisiana website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) for additional information. Should you have any questions, please contact AmeriHealth Caritas Louisiana at 1-888-922-0007.
- **For providers, who are classified as an organization or facility,**

AmeriHealth Caritas Louisiana seeks to simplify the credentialing process by credentialing at the facility or legal entity level. Your organization will be assigned a dedicated AmeriHealth Caritas Louisiana Network Management Account Executive to complete the credentialing and contracting process. Please contact Provider Services for assistance with contacting your Account Executive.

**Q9: How does this transition affect non-behavioral health services currently rendered under my AmeriHealth Caritas Louisiana provider agreement?**

**A9:** This transition will not affect your provision of non-behavioral health services that you currently render under your AmeriHealth Caritas Louisiana provider agreement.

**Q10: Which clinical guidelines should I be using for AmeriHealth Caritas Louisiana after December 1, 2015?**

**A10:** AmeriHealth Caritas Louisiana will be using the Interqual Guidelines effective December 1, 2015. Guidelines will be in effect as well; they can be reviewed at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com)

**AmeriHealth Caritas Louisiana Important Contact Numbers**

Department	Phone	Fax
Credentialing	1-888-913-0349	1-225-300-9199
EDI Technical Support Hotline	1-866-428-7419	
Emdeon Electronic Data Interchange (EDI) and Electronic Remittance Advice (ERA) Electronic Funds Transfer (EFT)	1-877-363-3666 1-866-506-2830	
Medical Necessity Appeals (pre-service)	1-888-913-0362	1-888-987-5830
Member Services (24/7)	1-888-756-0004	1-866-397-4521
Non-Emergency Medical Transportation (Logisticare) "Where's My Ride?", Member Hotline Provider Hotline	1-877-659-6144 1-877-931-4748	
NaviNet <a href="http://www.navinet.net">www.navinet.net</a> (provider portal – care gaps, claim status, panel rosters, member eligibility)	1-888-482-8057	
Nurse Advice Line for Members (24/7)	1-888-632-0009	
Pharmacy (PerformRx) <a href="http://www.amerhealthcaritasla.com/pharmacy/index.aspx">http://www.amerhealthcaritasla.com/pharmacy/index.aspx</a> Provider Services Member Services Member Services TTY	1-800-684-5502 1-866-452-1040 1-855-294-7047	1-855-452-9131
Provider Contracting	1-877-588-2248	1-225-300-9126
Provider Services	1-888-922-0007	1-866-426-7393
Rapid Response (care coordination, case management, EPSDT, member outreach, referrals and appointment scheduling, transportation assistance)	1-888-643-0005	
Utilization Management (prior authorization) Pharmacy (PerformRx) Radiology (National Imaging Associates, NIA) All Other (medical / DME authorizations, inpatient / outpatient reviews, discharge planning)	1-800-684-5502 1-800-424-4897 1-888-913-0350	1-866-397-4522

**Electronic Claims:** AmeriHealth Caritas Louisiana EDI Payer ID # 27357

**To receive EFTs:** Enroll today at: <http://www.emdeon.com/epayment/enrollment/>