To: AmeriHealth Caritas Louisiana Providers

Date: January 1, 2022

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

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.


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.