

To: AmeriHealth Caritas Louisiana Providers

Date: May 1, 2020

Subject: AmeriHealth Caritas Louisiana Provider Trainings Available

Summary: AmeriHealth Caritas Louisiana is offers free provider trainings to participating providers.

AmeriHealth Caritas Louisiana recognizes the importance of our partnership with providers. That's why we offer free trainings for our providers. See below for trainings currently available.

- **Coronavirus Disease (COVID-19) TeleECHO™ Clinic**

This weekly virtual learning opportunity is free for participating AmeriHealth Caritas Louisiana providers; each session includes a presentation of new Health Advisory and Louisiana Department of Health (LDH) information, as well as a Q&A session with health plan staff on topics related to COVID-19, including:

- Billing and claims
- Authorizations
- Network updates

How do I register?

To register, please:

- Go to: <https://www.eventbrite.com/e/project-echo-acla-covid-19-teleecho-clinic-tickets-101217476196>.
- Choose **Select a Time** and then make your selection by clicking **Tickets**.
- Complete and submit the registration form.

- **ASAM 6 Dimension Criteria Training**

AmeriHealth Caritas Louisiana is facilitating an American Society of Addiction Medicine (ASAM) 6 Dimension Criteria training at no cost for psychiatrists, psychologists, advanced practice registered nurses (APRNs) who are clinical nurse specialists in psychiatry or nurse practitioners (NPs) certified in psychiatry or mental health nursing, LPCs, and LCSWs.

- Define ASAM Terminology
- Review the ASAM Levels of Care
- Explain the ASAM Multidimensional Assessment
- Demonstrate how to use the ASAM Assessment in addressing a member's identified needs

Registration is required. To register go to

<https://zoom.us/meeting/register/u5ctcO2hrj0uWk7sVFilosQRh3qQjixVlg>.

- **Treatment Planning, Clinical Documentation and ROI Training**

AmeriHealth Caritas Louisiana is facilitating a Treatment Planning, Clinical Documentation, Release of Information, Informed Consent, and Member Rights/Responsibilities training at no cost for Psychiatrists, Psychologists, advanced practice registered nurses (APRNs) who are clinical nurse specialists in psychiatry or nurse practitioners (NPs) certified in psychiatry or mental health nursing, LPCs, and LCSWs.

- Identify the components of a treatment plan
- Explain what SMART Objectives are and apply the concept when writing treatment plans
- Identify the components of clinical documentation
- To be able to identify the elements of an authorization for release of protected health information form.
- To list the elements of informed consent.
- To understand the member's rights and responsibilities.

Registration is required. To register go to

<https://zoom.us/meeting/register/tJEsfuqvrTgiHtyP4ClnxA9IBVQv0lsblnY0>.

- **Top Denials and Tips on How to Resolve Them.**

In this training we will discuss:

- Difference between a rejection and denial
- Top denial codes* and tips on how to resolve them
- Clear Claim Connection Tool
- Additional Resources

*New codes have been added to the training.

Registration is required. To register for any of the training dates above, please go to

<https://zoom.us/meeting/register/tJwuf-yqrDoiEt1ZvosS0MkJHsHZ3VAp59rj>.

- **NaviNet Claim Inquiry Tool and AmeriHealth Caritas Louisiana's Claim Dispute Process.**

Learn how to:

- Submit a Claim Inquiry
- Review/ Search the Investigation List
- Enable Notifications
- Start a new Claim Investigation

You will also learn about:

- AmeriHealth Caritas Louisiana's Claim Dispute Process

Space is limited. Register today!

To register for either of these sessions, please go to

<https://www.surveymonkey.com/r/claimsinqury2020> to submit your registration.

On the date of the event, the webinar can be accessed at: <https://zoom.us/j/7764229452>.

Access numbers are: **1-669-900-6833**. Meeting ID is **776 422 9452**.

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's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Don't miss important health plan news and updates! Register for our Network News email service!

It's easy and it's free! Sign up for email alerts to get important health plan news and information. Simply complete the [form](#) under News and Updates on the Providers page of our website, click submit, and watch for the confirmation email. It's that simple! Sign up today!

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for update-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.