

To: AmeriHealth Caritas Louisiana Providers

Date: June 19, 2023

Subject: [Informational Bulletin 21-02](#): Medicaid Managed Care Transportation Provider Issue Resolution (Revised June 15, 2023)

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

Medicaid Managed Care Transportation Provider Issue Resolution

This bulletin outlines the available options to providers for pursuing resolution of issues with AmeriHealth Caritas Louisiana. Unless explicitly notated, providers should first seek resolution with AmeriHealth Caritas Louisiana directly, prior to engaging LDH or other third parties.

Transportation Broker – Verida (formerly Southeastrans) escalation contacts

Transportation provider issue escalation and resolution – claim appeals:

By phone: 470-819-4349

By email: claimdispute@verida.com

Transportation provider issue escalation and resolution – claim appeals:

By email: claimdispute@verida.com

By mail: VERIDA, Inc

ATTN: CFO

843 Dallas Hwy

Villa Rica, GA 30180

By web: <https://myverida.com/facilities-file-a-complaint-form/>

MCO escalation contacts:

Kyle Godfrey, COO

tgodfrey@amerihealthcaritasla.com

Or

Kyle Viator, CEO
kviator@amerihealthcaritasla.com

Louisiana Department of Health has revised [Informational Bulletin 21-02: Medicaid Managed Care Provider Issue Resolution](#). Please review to receive comprehensive details regarding the revisions documented in this notice.

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Need to update your provider information? Send full details to:
network@amerihealthcaritasla.com.