

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: June 29, 2022

Subject: Medical Record Requests

Summary: Provider agreements require cooperation with requests for information, including requests to provide medical records.

As a Healthy Louisiana Managed Care Organization, AmeriHealth Caritas Louisiana is required to obtain data through medical record reviews to comply with state and federal regulations, accreditation requirements, and to help ensure data submissions to Centers for Medicare & Medicaid Services (CMS) are complete and accurate. Providers are required to respond to requests for medical record documentation within the specified timeframe.

Reasons for requests include:

- Treatment record reviews to monitor quality of service
- Behavioral Health provider monitoring
- Member requests
- Investigations

In an effort to decrease interruption of the day-to-day functions of your office, we offer numerous options for medical record collection:

- On-site visits
- Fax
- Secure email
- Electronic data collection (EHR)
- AmeriHealth Caritas Louisiana secured media
- Mail

As a reminder, AmeriHealth Caritas Louisiana may impose corrective action plans, monetary penalties, sanctions or reductions in payment on providers for specific failures to comply with the provider agreement. This shall include, but may not be limited to a provider's failure or refusal to respond to requests for information, including medical records.

Providers will be responsible for the immediate payment of subsequent penalties, fines or sanctions. In the event payment is not made in a timely manner, AmeriHealth Caritas Louisiana has the right to offset claims payments to providers by the amount owed.

If you have questions regarding this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

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

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 up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.