

Provider Post

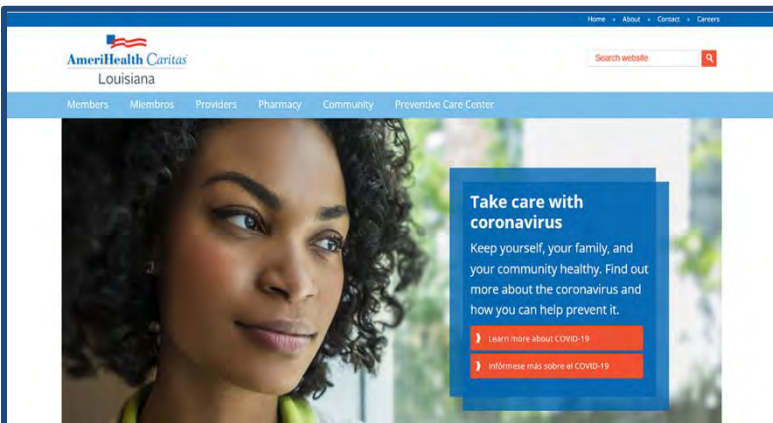
News and updates you need to know

Spring/Summer 2020

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COVID-19 and Website Updates



AmeriHealth Caritas Louisiana understands the importance of keeping our provider community abreast of the latest information during these uncertain times. That's why we have updated our website to streamline communications and important notifications about COVID-19. You can visit our COVID-19 updates page at <http://amerihealthcaritasla.com/covid-19>. There you will find up-to-date information for providers and members, including FAQs, cancellations and postponements, providers offering testing, CDC COVID-19 Self-Checker, Louisiana Department of

Health Informational Bulletins, and more.

AmeriHealth Caritas Louisiana's Website is Getting a Makeover

On August 25, 2020, our website will be getting a facelift. The updates are expected to make it easier to search for and find the information you need, when you need it. We hope that you find these changes provide a better online experience when visiting our website.

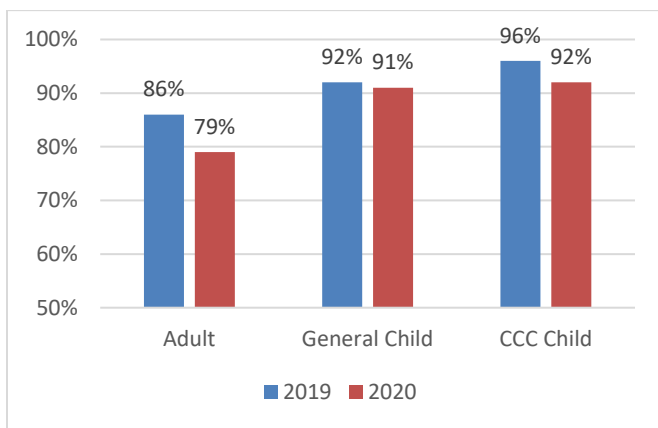
Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results Are In

The CAHPS survey measures patient experience and satisfaction. The survey measures a range of interactions that patients have with the health care system, including their care from health plans and health care providers. As part of our health plan accreditation through the National Committee for Quality Assurance (NCQA), AmeriHealth Caritas Louisiana is required to field the CAHPS survey on an annual basis.

Surveys are sent through the mail from April-May to a random selection of adult and child (parent or guardian) members, with subsequent follow-up mailings and phone calls made to ensure the maximum rate of return.

Summary Scores listed below indicate the proportion of members who rate the health plan favorably on a measure.

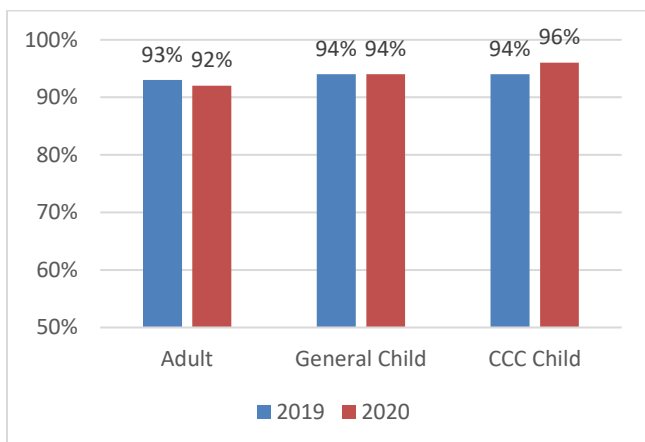
Getting Care Quickly



How can providers and office staff help?

- Keep a portion of your appointments available each day for urgent same day appointments
- Encourage patients to make their routine appointments for checkups or follow-up visits in advance
- Be proactive and call patients months in advance to schedule tests, screenings, or physicals.
- Promote telehealth services if your office has this service available. Educate your patients on how and when to use it.

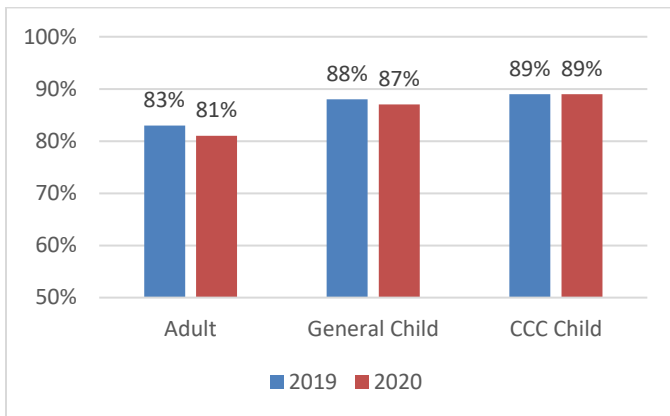
How Well Doctors Communicate



How can providers and office staff help?

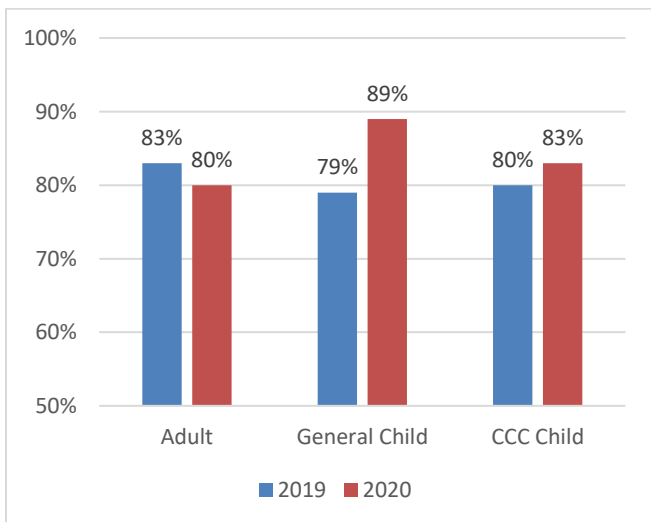
- Maintain eye contact while patient is speaking, sit down during visit to show you are actively listening
- Use open-ended questions to allow the patient time to speak
- Explain the rationale for tests, treatments and referrals
- Use simple, easy-to-understand terminology and avoid using abbreviations and medical jargon; practice the “teach-back” method with your patients
- Remember each patient is unique in the way they want to communicate with you. Do not act in a way towards your patient where you are over generalizing or stereotyping.

Getting Needed Care



How can providers and office staff help?
<ul style="list-style-type: none"> • Be proactive in checking with health plan to make sure treatment and/or test that is prescribed for your patient is covered before they leave the office. It is also important to make sure the health plan does not require any specific documentation such as a prior authorization in order for the treatment or test to be covered.

Coordination of Care



How can providers and office staff help?
<ul style="list-style-type: none"> • Develop a coordination relationship to manage your referrals at commonly used specialties. Have an agreed timeframe in which records should be sent to the PCP. • Develop a patient care plan that explains how to request records and clearly lists the fax number for their PCP to receive medical records. • Educate your patients on the importance of keeping his or her PCP informed of other care received or of any important medical decisions. • Communicate to the member when they can expect for their records to be delivered to the appropriate location (school or daycare) • Partnering with AmeriHealth to coordinate care for members who have chronic diseases and see multiple providers

We thank you for your care of our members in 2020 (and always), and hope these results will demonstrate the positive areas that we have worked well in together, and the areas that we will need to work on together to improve the care we deliver to our members over the next year.

Obtaining Utilization Management (UM) Criteria

Per new state law enacted in 2019, AmeriHealth Caritas Louisiana created an explanation of benefits matrix (EOB Matrix) that identifies the applicable law, regulation, policy, procedure, medical criteria, or guideline that was used to make a claim denial determination.

Providers can find the EOB Matrix by:

- Visiting the [Billing and Claims](#) section of our website or
- Using the link in the message section of the paper remittance advice and in the payer identification section on the 835 electronic remittance advice.

To request prior authorization requirements used to make a medical necessity determination, providers can send an email to: DLACFCHB424Request@amerihealthcaritas.com. Prior authorization requirements will be furnished to the requesting provider within 24 hours of request.

Reminder: UM decision making is based only on appropriateness of care and service and existence of coverage. AmeriHealth Caritas Louisiana does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Referring Members to Care Management

We are here to help you engage members in their health care by offering the **Let Us Know** program. We have many support teams and tools available to assist in the identification, outreach, and education of our members, as well as clinical resources for providers in their care management.

There are three ways to let us know about chronically ill members:

1. Fax the [Let Us Know - Member Intervention Request Form](#) to the Rapid Response and Outreach Team (RROT) at **1-866-426-7309**.
 2. Complete the [Let Us Know - Member Intervention Request Form](#) and submit online by clicking the SUBMIT button at the bottom of the form. For guidance on completing this form, or to inquire about a submission, please call 1-888-643-0005
 3. Refer your patient to care management by calling RROT at **1-888-643-0005**.
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Reminder: AmeriHealth Caritas Louisiana Offers Free Language Interpretation Services for Our Members

Members should be advised that interpretation services from AmeriHealth Caritas Louisiana are available at no cost. When a member uses AmeriHealth Caritas Louisiana interpretation services, the provider must sign, date and document the services provided in the medical record in a timely manner.

How to use our Interpretation Services?

- Inform the member of his or her right to free interpretation services.
- Make sure a phone is in the room or use a cell phone.
- Call Member Services at **1-888-756-0004**, 24 hours a day, 7 days a week, with the Member ID number, and Member Services will connect you to the necessary interpreter.
- Conduct exam with interpreter over the phone.

Interpretation Tips:

- Speak directly to the patient, not the interpreter.
- Do not rush. Pause every sentence or two for interpretation.
- Use plain language. Avoid slang and sayings. Jokes do not always translate well.
- Check for understanding occasionally by asking the patient to repeat back what you said. This is better than asking, “Do you understand?”

In addition, translation services must be provided to assure adherence to providing services in a culturally competent manner.

Billing and Claims Updates

Reminder to Include NPI on Claims

Providers are reminded that **all claims require a 10-digit National Provider Identifier (NPI)** in the appropriate field in order to ensure accurate claim processing. Claims may be rejected back to the provider when reviewing in comparison to AmeriHealth Caritas Louisiana’s enrolled provider file due to missing, incorrect, or invalid provider NPI entries.

Online Resources

Here’s a look at what’s new or recently updated on our website at www.amerihealthcaritasla.com:

- [COVID-19 Updates](#)
 - [Newsletters and Updates](#)
 - [Provider Handbook](#)
 - [Claims Filing Instructions](#)
 - [Account Executive List](#)
 - [Provider Trainings](#)
 - [Register for Network News, our free email service](#)
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Questions

If you have questions about any of the content in this Provider Update, please contact your [Provider Account Executive](#) or call Provider Services at 1-888-922-0007.