

Provider Post

News and updates you need to know

Fall Edition 2021

In this issue:

- **New Criteria Impacting Provider Directories**
- **Open Enrollment for Beneficiaries**
- **New Enrollment Requirements for Providers**
- **AmeriHealth Caritas Louisiana Offers No Cost Language Interpretation Services for Our Beneficiaries**
- **Cultural Competency Training**

New Criteria Impacting Provider Directories

Louisiana Department of Health (LDH) has established new criteria which will become effective in **January 2022**, and will limit providers who can be listed in the directory.

The hard copy and online provider directories shall not include providers who have submitted no claims within the six (6) calendar months prior to publication, unless the provider was newly credentialed during this six (6) month period.

In preparation for these changes, AmeriHealth Caritas Louisiana is reviewing provider records with low claim submissions. This will support our ability to identify and provide outreach to these providers to evaluate capacity and willingness to serve additional beneficiaries.

AmeriHealth Caritas Louisiana appreciates our healthcare providers and wants to partner with you in providing care for our members. We look forward to collaborating with you in this regard. You may contact your [Provider Account Executive](#) with immediate questions or concerns.

Open Enrollment for Beneficiaries

Open Enrollment begins **October 15, 2021**, and ends at **6:00 p.m. on November 30, 2021**. During this time, Louisiana Medicaid beneficiaries will have the option of choosing a health plan and a dental plan. Letters with information about the available plans and instructions for how to change plans during Open Enrollment were mailed in September to beneficiaries who are included in this open enrollment period.

Beneficiaries can make a change to their health plan and/or dental plan on the Healthy Louisiana mobile app, online at myplan.healthy.la.gov or by calling toll free 1-855-229-6848. Open Enrollment is the only time Medicaid beneficiaries can change health plans without a qualifying reason, outside of their initial enrollment period.

There are five health plans to choose from:

AmeriHealth Caritas Louisiana
Aetna Better Health
Healthy Blue
Louisiana Healthcare Connections
UnitedHealthcare Community

Additionally, there are two dental plans to choose from:

DentaQuest
MCNA Dental

As a provider, it is important to let your patients know which plans you are accepting. There are limitations on what you can tell a beneficiary. When you enroll with a health or dental plan, your Account Executive should explain these limitations to you. In general, you can inform beneficiaries which plans you accept, and the benefits, services and specialty care offered.

However, you cannot:

- Recommend one health plan over another or incentivize a patient to select one health plan over the other; or
- Change a beneficiary's health or dental plan for him/her, or request a disenrollment on a beneficiary's behalf. These prohibitions against patient steering apply to participation in all Medicaid programs.

If you have questions about open enrollment, you can speak directly with your Account Executive. You may review benefits and services on our website at <https://www.amerihealthcaritasla.com//member/eng/enroll.aspx>.

New Enrollment Requirements for Providers

Medicaid Provider Enrollment is necessary to comply with federal laws and to receive reimbursement for providing care to AmeriHealth Caritas Louisiana beneficiaries. This is separate from the enrollment, screening and credentialing processes completed to join the AmeriHealth Caritas Louisiana provider network. Managed care providers must still be enrolled, credentialed and contracted in keeping with AmeriHealth Caritas Louisiana requirements.

Gainwell, the state's fiscal intermediary and current provider enrollment vendor, sent providers an invitation to the mailing address on file when it was time for the providers to enroll through the portal. If a provider had filed a claim with Louisiana Medicaid in the last 18 months, they should have received a letter.

Due to the large volume of enrollments, Gainwell staggered invitations to avoid overwhelming the system. MCO-only providers should have received their invitations between August 2 and September 6, 2021. The invitation included instructions on how to access the portal, as well as training resources for providers and their enrollment staff.

Providers must log in and submit an application through the Medicaid Provider Enrollment Portal by March 31, 2022 to continue receiving Medicaid reimbursement. Claims denials for providers who have not enrolled are expected to begin April 1, 2022.

Providers with questions can find additional information on the [Medicaid provider enrollment webpage](#). If providers encounter any issues or did not receive their portal invitation within the specified timeframe, they should contact the Gainwell call center at (833) 641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m.

Reminder: AmeriHealth Caritas Louisiana Offers No Cost Language Interpretation Services for Our Beneficiaries

Beneficiaries should be advised that interpretation services from AmeriHealth Caritas Louisiana are available at no cost. When a beneficiary 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 beneficiary of his or her right to no cost 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 Beneficiary 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. Please review additional details about [Cultural Competency and Language Services](#) on our website.

Cultural Competency Training

AmeriHealth Caritas Louisiana is pleased to offer web-based cultural competency training to network providers. Join us for our next webinar on **Tuesday, October 12, 2021 at 2:00pm**.

We will discuss:

- The Civil Rights Act of 1964
- Social Determinants of Health
- Health Equity
- Enrollee race, ethnicity, and language by region
- Free provider language services
- Tips for working with an interpreter
- Federally recognized Native American tribes

Registration is required. Please complete your registration at this link: [Cultural Competency Training registration](#).

Questions?

Online Resources

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

- [COVID-19 Updates](#)
- [Newsletters and Updates](#)
- [Provider Handbook](#)
- [Claims Filing Instructions](#)
- [Account Executive List](#)
- [Provider Trainings](#)

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.