

To: AmeriHealth Caritas Louisiana Providers

Date: November 17, 2021

Subject: Changes Impacting the Provider Directory

Summary: New criteria will impact the AmeriHealth Caritas Louisiana provider directory.

Louisiana Department of Health (LDH) has established new criteria, which will be implemented **January 2022**, and will limit the professional providers who can be listed in the hard copy and online provider directories.

The provider directory will include only those professional providers who meet the following criteria:

- Physical health providers who have submitted at least one (1) claim in an office setting within the six (6) calendar months prior to publication
- Behavioral health providers who have submitted at least one (1) claim within the six (6) calendar months prior to publication
- Any providers who were credentialed within the six (6) calendar months prior to publication, regardless of claim submissions

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

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.

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 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.