

To: AmeriHealth Caritas Louisiana Providers

Date: December 12, 2022

Subject: [Informational Bulletin 22-39](#): Member Enrollment for 2023 Health Plans

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

### **Member Enrollment for 2023 Health Plans**

Healthy Louisiana will have six health plan options starting **January 1, 2023**. The plans are Aetna Better Health of Louisiana, AmeriHealth Caritas Louisiana, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, and UnitedHealthcare Community Plan of Louisiana.

#### **Requests to change plans**

If the member wants to keep their health plan assigned to start on **January 1, 2023**, they don't need to do anything. If they wish to change their health plan, they have from **November 8, 2022** until **March 31, 2023** at 6 p.m. to make a change. They will not need a reason to change plans. After **March 31, 2023**, a member may change their plan if they have a special reason or at the next open enrollment.

#### **Communications with patients**

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 member.** When you enroll with a health plan, your provider services representative should explain these limitations to you. In general, you can inform members which plans you accept as well as 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 member's plan for him/her or request a disenrollment on a member's behalf. These prohibitions against patient steering apply to participation in all Medicaid programs.

Providers **can** allow patients to use computers, phones and other equipment at provider offices to assist them in selecting or changing their health plan.

AmeriHealth Caritas Louisiana continuity of care provisions remain applicable, and we will provide continuation of such services for up to 90 calendar days or until the member is reasonably transferred without interruption of care, whichever is less, including specialized behavioral health.

As a provider, it is vital that you verify your member's health plan enrollment for every visit.

For full details, please see [IB 22-39](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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