

Provider Post

News and updates you need to know

Fall/Winter 2019

In this issue:

- Provider Advisory Council Meetings
- AmeriHealth Caritas Louisiana is excited to launch TeleECHO clinics
- Update to paper and electronic remittance advices
- Flu Billing Updates
- Release of New Physician Resource: Opioid Use Disorder eLearning
- Let Us Know
- Provider Credentialing Rights
- Notice of Pregnancy
- Providers Can Update Demographic Information via NaviNet
- Online resources



Provider Advisory Council (PAC) Meetings Started November 2019

AmeriHealth Caritas Louisiana understands the importance of partnering with our network providers to help ensure that our members — your patients — are receiving quality care and services.

That's where you, our provider network, comes in. We want to hear from our provider community. The PAC meetings are designed to

Topics of discussion will include:

- Results of provider satisfaction survey.
- Identifying areas for improvement.
- Developing a plan for improvement with council.
- Data Sharing: how to improve it.

gather feedback, identify areas of concern that are most important to our providers, and improve upon programs currently in place. Providers will be chosen annually to participate in these meetings. Invitations for the 2019 -2020 year have been distributed. If you received an invitation and would like to join us, please be sure to RSVP. The next meeting is scheduled for February 19, 2020.

AmeriHealth Caritas Louisiana is excited to launch TeleECHO clinics — an emerging case-based learning model for practitioners at all levels.

At TeleECHO clinics, practitioners from multiple locations connect via teleconferencing to present de-identified patient cases to a team of peers and experts for mentoring and shared learning. Case-based discussions may also be supplemented with short didactic presentations to improve content knowledge and share evidence-based practices.

This opportunity is free for participating AmeriHealth Caritas Louisiana practitioners and includes continuing education units offered through the Louisiana Counseling Association (LCA). The first integrated care TeleECHO clinic started November 7, 2019. Ongoing sessions will be held on the first and third Thursday of each month from noon to 1 p.m. CT. [Learn more about this integrated care TeleECHO clinic](#) or [register to participate](#).

Update to paper and electronic remittance advices

To simplify the implementation of Act 330 (HB 424) of the 2019 Regular Session, AmeriHealth Caritas Louisiana has 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.

Where can you find the EOB Matrix?

- The link to the EOB Matrix can be found in the [Billing and Claims](#) section of our website.
- The web link is also available 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: Utilization Management (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.

Flu Billing Updates

The Centers for Disease Control and Prevention (CDC) and the American Academy of Pediatrics (AAP) recommend annual influenza vaccination for most people 6 months of age and older.



Vaccination is especially important for people with certain underlying medical conditions, pregnant women, the very young, and the elderly. We urge you to continue your efforts to vaccinate your patients against influenza. **As a Professional Service Provider, your recommendation plays a critical role in a patient’s decision to be immunized.**

As we prepare for the **2019-2020 flu season**, please review the AmeriHealth Caritas Louisiana billing instructions listed below. Participating providers may be reimbursed for administering the seasonal flu vaccine to our members. For a list of codes, **please refer to the Louisiana Medicaid Immunization Fee Schedules at http://www.lamedicaid.com/provweb1/fee_schedules/feeschedulesindex.htm.**

Flu vaccine reimbursement is made in the following manner:

Age:	Reimbursement:	Where to obtain toxoid:
Adult (Age 21 Years & Older)	Total payment is made through the billing of the toxoid code and the administration code.	Obtain the vaccine and supplies from regular vaccine supplier.
Age 19 through 20 Years	Total payment is made through the billing of the toxoid code and the administration code.	Obtain the vaccine and supplies from regular vaccine supplier.
Children/Adolescents (Birth through 18 years of age)	Toxoids available through the Vaccines for Children Program will be paid at zero (\$0.00). For these vaccines, reimbursement will be only for the administration of the vaccine, however, the toxoid and administration codes must be billed together to receive payment.	Provided at no cost to you through the Louisiana Department of Health’s Vaccine for Children Program (VFC). For more information on VFC go to http://new.dhh.louisiana.gov/index.cfm/page/1016

Federally Qualified Health Centers (FQHC) and Rural Health Centers (RHC) will be paid for encounter codes billed, but should report toxoid administration codes for data collection.

Release of New Physician Resource: Opioid Use Disorder eLearning

The Opioid Use Disorder eLearning module for primary care provider practices is a self-guided learning experience providing up-to-date information on the opioid epidemic. Curriculum includes:

- An overview of opioid use disorder (OUD).
- Current US statistics on the opioid epidemic.
- The impact of the epidemic on Medicaid recipients.
- The Diagnostic and Statistical Manual of Mental Disorders, 5th edition (DSM-5™) criteria for substance use disorders.
- The Centers for Disease Control and Prevention (CDC) guideline for prescribing opioids for chronic pain.
- Information about evidence-based practices such as:
 - Medication-Assisted Treatment (MAT).
 - Cognitive Behavioral Therapy (CBT).
 - Screening, Brief Intervention, and Referral to Treatment (SBIRT).
 - Motivational Interviewing.
 - Peer Support Services.
- The Healthcare Effectiveness Data and Information Set (HEDIS®) measures for OUD.
- Resources and support available to you and your practice.

The AmeriHealth Caritas Louisiana **OUD eLearning training module** is available in the Training section of our website under “Online provider education opportunities” at <http://www.amerihealthcaritasla.com/provider/training/index.aspx>.

Please let us know you have completed the training by clicking on the Attestation Form link at the end of the training and completing the brief assessment.

As part of our ongoing goal to support integrated care, the following additional resources are available to you:

- In-person, on-site behavioral health training from a clinical educator. (Contact your Provider Network Management Account Executive if you are interested.)
- Our [Behavioral Health Provider Toolkit](#), accessible on our website.
- Other eLearning modules in this series: ADHD, Depression, and Anxiety Disorders training modules are available now.

Let Us Know

How may we assist you in the management of our members?

AmeriHealth Caritas Louisiana is eager to partner with the provider community in the management of our members who may require a helping hand. 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.
3. Refer your patient to care management by calling RROT at **1-888-643-0005**.

Provider Credentialing Rights

AmeriHealth Caritas Louisiana is responsible for the credentialing and re-credentialing of its provider network including practitioners, behavioral health providers, facilities, and organizational providers. AmeriHealth Caritas Louisiana credentialing/re-credentialing criteria and standards are consistent with Louisiana requirements, Federal regulations, and the National Committee for Quality Assurance (NCQA). Practitioners, behavioral health providers, facilities, and organizational providers are re-credentialed at least once every three years.

The criteria, verification methodology and processes used by AmeriHealth Caritas Louisiana are designed to credential and re-credential practitioners and providers in a non-discriminatory manner, with no attention to race, ethnic/national identity, gender, age, sexual orientation, specialty or procedures performed.

After the submission of a complete credentialing application, providers have the following rights:

- Have the right to review the information submitted to support their credentialing application, with the exception of recommendations, references, and peer protected information obtained by ACLA.
- Have the right to correct erroneous information. When information is obtained by the Credentialing Department that varies substantially from the information the provider provided, the Credentialing Department will notify the provider to correct the discrepancy. The Provider will have 10 calendar days from the date of the notification to correct the erroneous information. All requests for the above information must be made in writing by the practitioner.
- Have the right, upon request, to be informed of the status of their credentialing or re-credentialing application. The Credentialing department will share all information with the provider with the exception of references, recommendations or peer-review protected information (i.e., information received from the National Practitioner Data Bank). Requests can be made via phone, email, or in writing. The Credentialing Department will respond to all requests within 24 business hours of receipt. Responses will be via email or phone call to the provider.
- Have the right to be notified within 60 calendar days of the Credentialing Committee or Medical Director review decision.
- Have the right to appeal any credentialing/re-credentialing denial within 30 calendar days of receiving written notification of the decision.

To request or provide information for any of the above, the provider should contact the AmeriHealth Caritas Corporate Credentialing department: AmeriHealth Caritas, Attn: Credentialing Department, 200 Stevens Drive, Philadelphia, PA 19113.

Notice of Pregnancy (NOP) Form Submission

Effective 1/1/2017, CPT code 99420 was retired by the American Medical Association and should not be used for reimbursement of a Notice of Pregnancy (NOP) form submission. AmeriHealth Caritas Louisiana offers a \$15 supplemental reimbursement for submission of each NOP form completed in its entirety.

Providers are no longer required to submit a claim with CPT code 99420 to receive the \$15 reimbursement from AmeriHealth Caritas Louisiana. The new process is below:

1. Providers should complete the NOP form as early as possible in pregnancy for each expectant patient who is an AmeriHealth Caritas Louisiana member. The form is available online at: www.amerihealthcaritasla.com > providers > provider forms > Notice of Pregnancy.
2. Completed AmeriHealth Caritas Louisiana NOP forms should be faxed to our Bright Start® Maternity Program at **1-888-877-5925**.
3. Providers will receive a monthly supplemental payment for each completed form that is submitted.

TIN/ID number*



Provider ID number should be used in this section on the NOP form

The NOP gives our Bright Start® maternity care management team the best opportunity to appropriately assist with managing our maternity members.

Providers can update demographic information via NaviNet

AmeriHealth Caritas Louisiana providers have the [ability to attest to the accuracy of practice data and submit demographic changes](#) directly through NaviNet via the Provider Data Information Form feature. This feature is only available to professional provider groups at this time.

If your practice is not registered with NaviNet, we highly recommend registering. To register, please visit the [NaviNet](#) section of our website and sign up or contact your [provider account executive](#).

Online Resources

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

- [Provider Handbook](#)
- [Claims Filing Instructions](#)
- [Provider Reference Guide](#)
- [Account Executive List](#)
- [Provider Trainings](#)
- [Enroll in Electronic Funds Transfer \(EFT\)](#)
- [Register for Network News, our free email service](#)

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.