

Provider Post

News and updates you need to know

Winter Edition 2021

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New Criteria Impacting Provider Directories

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

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 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.

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.

Gainwell has added an additional way for providers to communicate with them for Provider Enrollment issues related to the portal: louisianaprovenroll@gainwelltechnologies.com.

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.

Notification of Provider Data Changes for Network Providers

Providers who wish to update office information including personnel changes, remittance addresses, service location addresses, and telephone and facsimile numbers should utilize the [Provider Change Form](#) for sending notification of changes to AmeriHealth Caritas Louisiana. The Provider Change Form may be emailed to network@amerihealthcaritasla.com.

As an additional option, changes may be submitted through our secure Provider Portal, [NaviNet](#).

If additional assistance is required, providers may contact their assigned [Provider Account Executive](#).

Seasonal Flu Vaccine

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 2021-2022 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.

Behavioral Health State Incentive Measures and Accessing NaviNet Reports

LDH Incentive Quality Measures:

1. Follow-Up After ED Visit for Alcohol and Other Drug Abuse or Dependence (FUA)

- Members 13 years of age and older
- Principal diagnosis of Alcohol or Other Drug Abuse (AOD)

2. Follow-Up After Emergency Department Visit for Mental Illness (FUM)

- Members 6 years of age and older
- Principal diagnosis of mental illness or intentional self-harm

Patients visiting the ED with a diagnosis of Mental Illness or Alcohol/Drug Use should have a follow-up visit **w/in 30 days** and can be seen by any practitioner. **Telehealth visits are HEDIS approved.**

*How can I identify my patients **who recently visited the ED** with a diagnosis of Mental Illness or Alcohol or Drug Use?*

Step 1: Log into NaviNet; Workflows: Patient Clinical Documents

Step 2: Filter by: Document Type; ADT

Step 3: Click on *Member* to view alert

*How can I pull a NaviNet Report to identify my patients **who recently visited the ED** or were **discharged from an inpatient stay**?*

Log into NaviNet; Workflows; Report Inquiry; Clinical Reports; ER Utilization Report

Log into NaviNet; Workflows; Report Inquiry; Clinical Reports; Discharge Report Rollup

For assistance with accessing the reports mentioned above, click [here](#) to view the **NaviNet Admission and Discharge (ADT) Alert User Guide**.

Notifications must be turned on in order to see ADT and other alerts - Click on the Activity Bell in the upper-right corner; Settings; Check "Incoming Documents" and "Patient updates when running an E&B"

COVID-19 Vaccination Status Report in NaviNet

AmeriHealth Caritas Louisiana is partnering with our Healthcare Providers to increase state COVID-19 vaccination rates. As an additional provider resource to assist in this measure, AmeriHealth Caritas Louisiana is excited to introduce the new COVID-19 Vaccination Eligibility/Overdue Report available in NaviNet. This report will assist providers in readily identifying a member's COVID-19 vaccination status. This user-friendly resource contains:

- Member Name, Member ID
- Vaccination Status (vaccinated/partially vaccinated/not vaccinated)
- 1st vaccination completed or not (including date if known)
- 2nd vaccination completed or not (including date if known)
- Vaccination manufacturer (Pfizer, Moderna, J&J)

This report will update weekly so that you will have up-to-date information regarding the COVID-19 vaccination status of your paneled membership, and help you identify members on your panel to counsel regarding the COVID-19 vaccine.

How can I get to this report?

1. Log into NaviNet, after successful log in, highlight Report Inquiry, then choose Administrative Reports.
2. Finally, select COVID19 Vaccination Eligibility/Overdue Report

Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) Cultural Competency

AmeriHealth Caritas Louisiana understands how important trust and a positive relationship between a patient and their healthcare provider can be to reducing barriers to care. For members of the LGBTQ community, encountering discrimination and societal stigma increase the risk of poorer physical and mental health outcomes. With an aim to increase sensitivity, awareness, knowledge and help decrease potential disparities for the LGBTQ community, AmeriHealth Caritas Louisiana will be offering ongoing training opportunities through our website.

The following sexual orientation and gender identity (SOGI) courses are offered through the National LGBTQIA+ Health Education Center, a program of the Fenway Institute, for no-cost continuing medical education (CME) credits. The course topics include:

- General SOGI health care education
- Elder and aging SOGI health education
- Transgender, nonbinary, and gender-affirming health education
- Youth SOGI health education
- SOGI health care education for racial and ethnic minorities



Visit [AmeriHealth Caritas Louisiana’s cultural competency training page](#) to access these resources.

Questions?

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](#)

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.