

To: AmeriHealth Caritas Louisiana Providers

Date: March 5, 2024

Subject: [Informational Bulletin 19-6](#): Member Reassignment Policy Core Elements (Revised March 4, 2024)

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

Member Reassignment Policy Core Elements

Regarding Provider Notification, please see the following changes:

- AmeriHealth Caritas Louisiana member reassignment policies will include safeguards to prevent the assigned PCP from “de-selecting” or “cherry-picking” enrollees.
- An enrollee will be eligible for reassignment if they have visited an unassigned PCP at least once within the previous 12 months as follows:
 - If the enrollee has seen an unassigned PCP within the same tax ID number (TIN) as the assigned PCP, the enrollee will not be reassigned.
 - If an enrollee has not seen the assigned PCP and has seen multiple unassigned PCPs, the enrollee will be assigned to the PCP with the most visits.
 - If the enrollee has the same number of visits with multiple unassigned PCPs, the enrollee will be assigned to the most recently visited PCP.
 - If the enrollee has an established relationship, defined by at least one claim within the previous 12 months, with an unassigned PCP, the MCO will reassign that enrollee appropriately, even if the unassigned PCP’s panel shows that it is closed. The enrollee-PCP relationship takes priority over a closed panel.
- An enrollee will also be eligible for reassignment to another PCP if they have not visited any PCP within the previous 12 months.
- All reassignments shall be prospective.
- An enrollee who has been reassigned may be transferred to another PCP upon enrollee request and by the contract.

For additional details, please review [Informational Bulletin 19-6](#) (Revised March 4, 2024) or review the [AmeriHealth Caritas Louisiana Enrollee PCP Reassignment Dispute Process](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Services The department can be reached between 7:00 am and 7:00 pm daily.

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Need to update your provider information? Send full details to network@amerihealthcaritasla.com.