

# Louisiana Department of Health Informational Bulletin



**To: AmeriHealth Caritas Louisiana Providers**

**Date: May 6, 2024**

**Subject: [Informational Bulletin 24-12](#): Managed Care Organization Provider Directory Project**

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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.**

### **Managed Care Organization Provider Directory Project**

Network adequacy requirements are an integral part of AmeriHealth Caritas Louisiana's contract with the Louisiana Department of Health (LDH), and network adequacy is a fluid process that requires continuous oversight. LDH must ensure that Medicaid enrollees do not face challenges receiving healthcare services due to inadequate networks or incorrect directory information.

LDH has asked AmeriHealth Caritas Louisiana to start a new project that will span six months, ending **September 30, 2024**, requiring us to thoroughly review and make corrections to our network reporting to eliminate inaccurate or outdated information.

LDH requests that providers respond to AmeriHealth Caritas Louisiana in a timely and complete manner as we reach out to verify provider data, such as servicing location, contact information, specialty, terminated providers, etc. Based on claims analysis, AmeriHealth Caritas Louisiana will outreach to providers that no longer appear to be actively seeing Medicaid enrollees.

Thank you in advance for assisting with this important project that will improve the enrollee experience by facilitating access to healthcare.

For additional details, please review [Informational Bulletin 24-12](#).

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 Service Department can be reached daily between 7:00 am and 7:00 pm daily.

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