

Provider Post

News and updates you need to know

Spring Edition 2024

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Home Health Providers

Effective **April 1, 2024**, AmeriHealth Caritas Louisiana will begin denying claims submitted by providers not utilizing the Electronic Visit Verification (EVV) system. Please refer to the Louisiana Department of Health [Informational Bulletin 23-14](#) for details.

NEW CKD/ESKD healthy living support program to improve outcomes and quality of life of AmeriHealth Caritas Louisiana members!

We are now offering a support program to eligible members with Chronic Kidney Disease (CKD) and End Stage Kidney Disease (ESKD) that is designed to help improve their clinical outcomes and quality measures, resulting in more healthy days for your patients.

This program provides our eligible members, with or at risk of CKD/ESKD, with a personal support team of health professionals to help them manage their kidney disease and actively follow their treatment plan. We partnered with [Somatus](#), a leading value-based kidney care organization, for the delivery of this program. The goal is to keep patients out of the hospital, improve their quality of life, and slow or stop disease progression.

The Somatus healthy living program is available to AmeriHealth Caritas Louisiana members at no extra cost.

The Somatus team supports your patients through the following:

- One-on-one care to help manage their kidney disease and comorbidities and address social determinants of health
- Personal health coaching that is based on their condition, treatment options, and diet

- Assistance to transition safely from hospital to home
- Guidance exploring transplant options, if appropriate
- Plus, the 24/7 Somatus Care Hotline at 1-855-851-8354, ext. 9

We appreciate your support in encouraging your Somatus-eligible patients to engage in this healthy living program. Working together, we can improve the quality of life and health of your patients, who are our AmeriHealth Caritas Louisiana members.

Should you have questions, please get in touch with Somatus directly at 1-855-851-8354, Monday through Friday, from 7 a.m. to 7 p.m., or email provider@somatus.com.



Expanded Coverage on Tobacco Cessation

AmeriHealth Caritas Louisiana no longer limits coverage of tobacco cessation counseling to pregnant members but now covers tobacco cessation counseling for **all** members. Please refer to the Louisiana Department of Health's [Informational Bulletin 23-21](#) for details.

Provider HEDIS Report Card: A Resource for Addressing Patient Barriers to Care

AmeriHealth Caritas Louisiana now offers providers a resource for strengthening patient interactions and supporting whole-person care. The Provider HEDIS Report Card has been updated to include member-reported information on Social Determinants of Health (SDOH) and risk factors. Awareness of persistent or unmet social needs is critical to addressing patient barriers to care and improving health outcomes.

HEDIS Report Card Update

The Member Adherence Tab has five additional columns noting Social Determinants of Health (SDOH) and risk factors affecting patient care access. Members who have expressed being at risk or crisis level in any of the areas listed below are noted for your reference. We encourage you to review these columns regularly, use the information to gain insight into the patient's perspective and consider offering support where possible.

Patient SDOH data points added to the Provider HEDIS Report Card include:

- Childcare Issue for Appointments
- Food Insecurity
- Health Literacy Concern
- Housing Status Concern
- Transportation Issue for Appointments

FindHelp Referral Tool

If a patient has a social need that is at risk or crisis level, we recommend using the [Findhelp](#) referral site to connect them with organizations that offer support through free or reduced-cost assistance (<https://acla.findhelp.com/>).

Fluoride Varnish Application by PCPs

Oral health is essential to health and well-being from childhood through adulthood. Oral health conditions affect the daily lives of school-age children and teens and can lead to more than 51 million missed school hours per year. Dental cavities is one of the most common childhood conditions, and the incidence of untreated

cavities increase as children age. Dental cavities can affect various outcomes negatively, such as eating, speaking, smiling, and self-esteem. If left untreated, oral health conditions in children can lead to severe infections, as well as affecting growth, development, and quality of life.

The American Academy of Pediatrics (AAP) recommends oral health risk assessments at every well-child visit for all children beginning at six months old. [The United States Preventative Services Task Force \(USPSTF\)](#) recommends that Fluoride Varnish Application be applied by primary care physicians to the primary teeth of all infants and children starting at first tooth eruption and until a dental home is established. Fluoride treatments can be applied once every six months for all children. The United States Preventative Services Task Force (USPSTF) also recommends oral fluoride supplements for children whose water sources are lacking in fluoride, starting at age six months through age 5.

Fluoride Varnish Application to Primary Teeth of all Enrollees aged six months through 5 years by Primary Care Physicians is an *LDH Performance Improvement Project* in 2024. PCPs must review Course #6 and pass the post-assessment on <https://www.smilesforlifeoralhealth.org/> to be reimbursed for services, which are limited to once every six months. PCPs need to bill the following codes:

- **CPT code 99188** — Application of topical fluoride varnish (note that this code is only reimbursable when performed on the same date of service as an office visit or preventative screening visit and should be billed simultaneously with the visit. Providers shall not require recipients to return to the office to receive the varnish application)
- **ICDM-10 code Z41.8** — Need for fluoride varnish application (This is not the code dental providers use to bill for the application)
- Reimbursable fluoride varnish services for Federally Qualified Health Centers/Rural Health Clinics are included in the all-inclusive encounter.

References:

<https://publications.aap.org/pediatrics/article/146/6/e2020034637/33536/Fluoride-Use-in-Caries-Prevention-in-the-Primary?autologincheck=redirected>

<https://www.amerhealthcaritasla.com/pdf/provider/resources/forms/provider-fluoride-varnish-provider-toolkit.pdf>

Parents Are Opting Out of Routine Vaccinations for Their Children

In 2023, the Centers for Disease Control and Prevention (CDC) reported the highest ever childhood vaccine exemption rate in the United States. It was reported that forty-one states saw a rise in parents citing religious or other personal concerns for not vaccinating their young children. Information from the CDC regarding exemptions can be found [here](#). It is more crucial than ever to provide parents with evidence of how vital and safe vaccinations are for their children. Please see below for some additional tips you may find helpful in your practice.

- AmeriHealth Caritas Louisiana members receive vaccinations at no cost to them
- Vaccinations can be provided during an EPSDT/Well Visit and often during a Sick Visit
- AmeriHealth Caritas Louisiana members receive educational information on the importance/safety of vaccinations through many sources, such as educational flyers, social media postings, member newsletter articles, and direct outreach calls
- Providers can identify members who are behind on vaccinations by utilizing the Care Gap reports found in Navinet
- The CDC offers “Vaccine Safety” information for parents and caregivers, found [here](#), which you can share with your patients
- Additionally, the CDC offers a “Childhood Vaccination Toolkit” for physicians and parents, which may be accessed [here](#)

References:

AmeriHealth Caritas Louisiana – *Provider Post*

https://www.cdc.gov/mmwr/volumes/72/wr/mm7245a2.htm?s_cid=mm7245a2_w

<https://www.nbcnews.com/health/health-news/cdc-reports-highest-childhood-vaccine-exemption-rate-ever-rcna124363>

<https://www.cdc.gov/vaccinesafety/caregivers/index.html>

<https://www.cdc.gov/vaccines/hcp/childhood-vaccination-toolkit.html>

Taking a Sexual Health History: Sexual Health Questions to Ask All Patients

Louisiana Department of Health has several new and ongoing projects associated with improving health outcomes of our adolescent and adult members related to sexually transmitted infections (STIs). Conversations around STIs can be difficult to approach but are imperative. Discussing sexual well-being at least annually empowers your patients to manage their sexual health. You will often find that the patient is waiting for their provider to ask and start the conversation simply.

During your assessment, include the 5 P's – PARTNERS, PRACTICES, PROTECTION, PAST HISTORY (of STIs), PREGNANCY (intention), PLUS (pleasure, problems, pride). The new 6th "P" explores sexual satisfaction, functioning, concerns, and support for one's gender identity and sexual orientation.

Use this information as a segue to recommendations for STI screenings, vaccinations, and medications as well as counseling on safe sex practices that work best for the patient's lifestyle. By asking all adult and adolescent patients a few essential questions, you can help remove the stigma around discussing sex and normalizing these discussions.

Additional resources and education are available through the American Sexual Health Association <https://www.ashsexualhealth.org/healthcare-providers/>.

References:

<https://www.ashsexualhealth.org/educational-resources-for-healthcare-providers/>

<https://www.cdc.gov/hiv/clinicians/screening/sexual-health.html>

Let Us Know

We are here to help you manage our members' care. If a member needs help with scheduling and keeping appointments, please participate in our Let Us Know initiative by contacting the AmeriHealth Caritas Louisiana Rapid Response and Outreach Team at 1-888-643-0005 for assistance and outreach to that member. You may also utilize the Let Us Know Member Intervention Request Form, which can be found under Forms in the Providers section of our website at www.amerhealthcaritasla.com.

- Fax this form to request RROT outreach to the member.
- Fax to **1-866-426-7309** to request interventions, such as:
 - Medically complex cases
 - Noncompliance with prescribed medication(s)
 - Inappropriate use of the emergency room
 - Not showing up for appointments or follow-up care
 - Limited or no knowledge of plan benefits
 - Language or literacy barriers
 - Medical appointment transportation issues
 - Other issues



Member Rights and Responsibilities

AmeriHealth Caritas Louisiana members have rights that must be honored by all AmeriHealth Caritas Louisiana associates and affiliated providers. AmeriHealth Caritas Louisiana members also have responsibilities.

Member rights and responsibilities are outlined in the Member Rights and Responsibilities section on Page 40 of the [AmeriHealth Caritas Louisiana Member Handbook](#).

Top Denials and Tips on How to Resolve Them

In this training we will discuss:

- The difference between a rejection and a denial
- Top denial codes and tips on how to resolve them
- Additional resources

- Registration is required. To register for any available training dates, please go to [Top Denials and Tips on How to Resolve Them](#), click the dropdown icon by the 'Time' header, and select your preferred session date.

Cultural Competency Training

AmeriHealth Caritas Louisiana is pleased to offer web-based cultural competency training to network providers.

We will discuss:

- Culturally and Linguistically Appropriate Services and
- Health Equity

The following webinars will take place on:

Date: Wednesday, May 22, 2024

Time: 1:00 p.m.

Registration link:

<https://amerihealthcaritas.zoom.us/meeting/register/tJwtf-6hqTsrGdU2sqq034oja7A8rTBH-gGm#/registration>

Date: Wednesday, August 21, 2024

Time: 1:00 p.m.

Registration link:

<https://amerihealthcaritas.zoom.us/meeting/register/tJUvdeGsrijvEtBqqI8XXRRCu36KfDdz6MOE#/registration>

Date: Wednesday, November 20, 2024

Time: 1:00 p.m.

Registration link:

https://amerihealthcaritas.zoom.us/meeting/register/tJEpduqtpzwtHtCH74z2yoYb_LGnap4-z0_X#/registration

Registration is required. Please register in advance for your desired training date.

Questions?

Online Resources

Here is a look at what is new or recently updated on our website at www.amerhealthcaritasla.com:

- [Newsletters and Updates](#)
- [Provider Handbook](#)
- [Claim Filing Instructions](#)
- [Account Executive List](#)
- [Provider Training](#)

If you have questions about any of the content in this provider update, please get in touch with your [Provider Account Executive](#) or call Provider Services at **1-888-922-0007**.