

Provider Post

News and updates you need to know

Spring Edition 2023

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Medicaid Annual Renewals to Restart April 2023

Due to the recent passage of the 2023 Consolidated Appropriations Act that ends continuous Medicaid Coverage, Louisiana Medicaid must re-start eligibility reviews beginning **April 2023** for all 2 million-plus Medicaid members. Anyone who does not respond to requests from the Louisiana Department of Health risks closure.

To prepare for renewal, please remind Louisiana Medicaid members that they should:

1. Update contact information – Contact information includes current mailing address, cell and home phone numbers, and email address
2. Look for mail from Louisiana Medicaid, Louisiana Department of Health, or their health plan and follow the instructions.

Members can make changes to their contact information by:

- Logging on to MyMedicaid.la.gov,
- Emailing MyMedicaid@la.gov,
- Calling their health plan at the number on their ID card or
- Calling Medicaid's Customer Service hotline at 1-888-342-6207. Hotline assistance is available Monday through Friday, 8 a.m. – 4:30 p.m.

Act 143

In accordance with La. R.S. 46:460.61, as amended by Act 143 of the 2022 Regular Session, the following providers shall be considered to have satisfied, and shall otherwise be exempt from having to satisfy, any credentialing requirements of a managed care organization:

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- Any provider who maintains hospital privileges or is a member of a hospital medical staff with a hospital licensed in accordance with the Hospital Licensing Law, La. R.S. 40:2100 et seq.
- Any provider who is a member of the medical staff of a rural health clinic (RHC) licensed in accordance with La. R.S. 40:2197 et seq.
- Any provider who is a member of the medical staff of a federally qualified health center (FQHC) as defined in La. R.S. 40:1185.3.

The following table indicates how the providers described above may notify AmeriHealth Caritas Louisiana of their status when they initially join a hospital, a RHC, or a FQHC or prior to the expiration of their current credentialing.

<p>Hospital Providers <i>Providers who maintain hospital privileges or are a member of a hospital medical staff</i></p>	<ol style="list-style-type: none"> 1. Send an email to Credentialing with the subject line Add ACT 143 Credentialing@amerihealthcaritasla.com 2. Attach a copy of the letter from the hospital granting privileges OR Attach a letter on hospital letterhead requesting provider(s) be added and/or recredentialed
<p>FQHC or RHC Providers <i>Providers who are a member of an FQHC or RHC</i></p>	<ol style="list-style-type: none"> 1. Send an email to Credentialing with the subject line Add ACT 143 Credentialing@amerihealthcaritasla.com 2. Attach a letter on Company letterhead requesting provider(s) be added and/or recredentialed

To register for provider portal access, please visit www.navinet.net.

Seven Ways Providers Can Support Health Equity

Integrating health equity tools into your practice is crucial to building healthy communities across our state. AmeriHealth Caritas Louisiana recognizes the importance of our partnership with providers in achieving this goal. To that end, we offer guidance, tools, and resources to support health equity during patient encounters and throughout your practice.

Use the tools below to build your team’s health equity plan.

1. Connect Members with AmeriHealth Caritas Louisiana for Social Determinants of Health concerns using our ‘Let Us Know’ Form
 - Use our ‘Let Us Know’ form to collect SDOH information from our members and forward the completed forms to us for follow-up.
 - ENGLISH: <https://www.amerihealthcaritasla.com/pdf/provider/resources/forms/member-intervention-request-form.pdf>
 - SPANISH: <https://www.amerihealthcaritasla.com/pdf/provider/resources/forms/let-us-know-member-intervention-spanish.pdf>
2. Use Findhelp.org to locate SDOH support in your community
 - Search and connect community members to support for food pantries, financial assistance and other free or reduced-cost help. <https://www.findhelp.org/>
3. Complete Health Equity/Cultural Competency Training
 - View the Cultural Awareness and Responsiveness training opportunities, Continuing Medical Education (CME) Credits, and resources for Providers on our website: <https://www.amerihealthcaritasla.com/provider/resources/interpretation-services/cultural-awareness-and-responsiveness-training-opportunities-continuing-medical-education-credits-and-resources.aspx>
4. Refer AmeriHealth Caritas Louisiana Members to Plan programs that support healthy lifestyles and care plans for chronic conditions:
 - Bright Start®
 - Complex Case Management
 - Make Every Calorie Count

- Mom’s Meals
 - Doula services, including in-home care, lactation counseling, education, and referrals, up to 60 days after delivery.
5. Ensure your office space is inclusive and free of bias.
 - Review the Inclusive Language guidelines by the American Psychological Association <https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines>
 - Use the American Medical Association’s STEPS Forward™ toolkit—“Racial and Health Equity: Concrete STEPS for Smaller Practices” to develop an Equity Plan for your office. <https://edhub.ama-assn.org/steps-forward/module/2782426>
 6. Visit the County Health Rankings website <https://www.countyhealthrankings.org/explore-health-rankings> to see how your service area compares to statewide results in health factors, quality of life, clinical care, socioeconomic factors and other metrics.
 7. Request your office’s HEDIS outcomes be stratified by race, ethnicity, and language to identify any opportunities for improvement and achieving equity within your service population. Consider the following:
 - What are the physical, social and economic conditions in your service area that support health equity or a healthy lifestyle?
 - Who has access to those conditions? Who does not?
 - What kinds of health gaps have you noticed in the communities you serve?
 - What might motivate you and your staff to focus on equity to improve health outcomes in your service populations?

Support for Social Determinants of Health

AmeriHealth Caritas Louisiana works with [FindHelp assistance site](#) to connect our members with programs and organizations that provide support and solutions to housing needs, employment, health, transportation, and an array of issues faced by individuals in underserved communities. We encourage you to use our free [FindHelp website](#) to assist patients who are facing difficulties in non-clinical areas that affect their ability to attend office visits or adhere to treatment plans. Access SDOH resources for your community here: <https://acla.findhelp.com/>

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

AmeriHealth Caritas Louisiana monitors member satisfaction on an annual basis. A group of randomly selected members are now in the process of receiving a member satisfaction survey known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey provides AmeriHealth Caritas Louisiana members with the opportunity to evaluate and provide feedback about the health care services they received.

Members who receive surveys are asked to rate their experience with the following:

- Primary Care Physicians (PCP)
- Specialist Care
- Health Plan

Survey questions regarding care from providers include but are not limited to:

- Rating of personal doctor and specialist
- Getting routine and/or urgent care
- Getting specialist appointment
- Member’s ability to get necessary care and treatment
- Member’s access to his/her PCP or specialist

CAHPS survey scores help AmeriHealth Caritas Louisiana identify areas where we are doing well and areas for improvement. Our goal is to always work on improving member satisfaction as well as identifying opportunities to better evaluate care received by our members. Listed below are interventions recently implemented to improve our member’s experience.

- Post Appointment Surveys for members.

- Addition of behavioral health questions to the CAHPS survey to better evaluate the behavioral healthcare received by our members.

5 Effective Ways to Improve Patient-Provider Relationships:

1. Dedicate 1 minute to building a positive relationship.
2. Practice welcoming body language. Don't appear rushed.
3. Demonstrate empathy and sympathy toward patients.
4. Practice shared decision making.
5. Recognize cultural differences and provide culturally responsive patient care.

As a network provider, you play a vital role in our members' perception of health care services. Your interaction with our members directly impacts member satisfaction and can improve the members' experience with the care they receive.

Reminder: March of Dimes Dismantling Bias in Maternal and Infant Healthcare Training

In alignment with our mission and our commitment to advancing health equity, AmeriHealth Caritas Louisiana is excited to collaborate with the March of Dimes to offer Dismantling Bias in Maternal and Infant Healthcare provider training.

This important training is provided at **no cost and providers can earn 1.5 CME/CNE credits upon completion.**

The training will include state specific data; learning outcomes will highlight:

- Understand and identify implicit bias.
- Explain how structural racism has played a key role in shaping care settings within the U.S. and contributes to implicit biases in patient/provider encounters.
- Application strategies to mitigate racial bias in maternity care, such as the CARES Framework™ and the practice of cultural humility.
- Recognize and establish a culture of equity as an organizational commitment through action planning to elevate the quality of maternity care.

The self-paced e-learning session is facilitated by March of Dimes®. Please register in advance for this session at: <https://modprofessionaled.learnuponus.com>

How to Access E-Learning Module

1. Visit <https://modprofessionaled.learnuponus.com>. If you have previously created a March of Dimes *LearnUpon* account, login and proceed to your course dashboard, follow the link to add your new **Course ID** [ACT64] and access your training. (If you don't remember your password, you can click the "Forgot Password" to receive a link and reset.)
2. To Create a new account, click the "**Sign Up Now**" link below the login box and follow the directions
below:
3. Enter your email address and create a password for your account.
4. Check your email and click the confirmation link that we send to you.
5. Complete all fields on your account profile in order to access the training. ENTER

Access is available until April 1, 2023. Please complete this training prior to April 1st. We hope you and your associates find the course valuable.

If you have questions or feedback, please do not hesitate to reach out to Stacy Maier at profed@marchofdimes.org.

AmeriHealth Caritas Louisiana Offers No Cost Language Interpretation Services for Our Members

Members should be advised that interpretation services from AmeriHealth Caritas Louisiana are available at no cost. When a member uses AmeriHealth Caritas Louisiana interpretation services, the provider must sign, date and document the services provided in the medical record in a timely manner.

How to use our interpretation services:

- Inform the member of his or her right to no cost interpretation services.
- Make sure a phone is in the room or use a cell phone.
- Call Member Services at **1-888-756-0004**, 24 hours a day, 7 days a week, with the member ID number, and Member Services will connect you to the necessary interpreter.
- Conduct exam with interpreter over the phone.



Interpretation Tips:

- Speak directly to the patient, not the interpreter.
- Do not rush. Pause every sentence or two for interpretation.
- Use plain language. Avoid slang and sayings. Jokes do not always translate well.
- Check for understanding occasionally by asking the patient to repeat back what you said. This is better than asking, “Do you understand?”

In addition, translation services must be provided to assure adherence to providing services in a culturally competent manner. Please review additional details about [Cultural Competency and Language Services](#) on our website.

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](#).

Community Wellness Centers

AmeriHealth Caritas Louisiana has Community Wellness Centers located in New Orleans and Shreveport, offering wellness events, health screenings, and other resources for our members and the community. Stop in and see us!

At our wellness centers, members can learn how AmeriHealth Caritas Louisiana can help them with:

- Health screenings.
- Safety awareness.
- Activities for the kids.
- Health education.
- Benefits questions.
- And more!

Shreveport Location
 3709 Jewella Avenue
 Shreveport, LA 71109
 1-888-756-0004



New Orleans Location
 Gentilly Shopping Center
 3155 Gentilly Boulevard
 New Orleans, LA 70122
 504-218-2972

All are welcome.

For more information and to view the calendar of events for each location, visit the [Community Wellness Center](#) section of our website.

Tips to help Providers Achieve HEDIS® Measures - Prenatal and Postpartum Care (PPC)

In an effort to improve the quality of care for our members, AmeriHealth Caritas Louisiana is offering tips on selected priority Health Effectiveness Data & Information Set (HEDIS®) metrics to highlight measure specifications and/or changes. HEDIS® metrics are used to measure performance on care and service and can assist in identifying and eliminating gaps in care for members. Additionally, HEDIS® performance can potentially impact provider revenue through various incentive programs.

Measurement Year 2023	
Measure Description (Timeliness of Prenatal Care)	Documentation Requirement
Deliveries of live births on or between October 8 of the year prior to the measurement year and October 7 of the measurement year. The measure assesses the following:	Prenatal care visit to an OB/GYN or other prenatal care practitioner or PCP. For visits to a PCP, a diagnosis of pregnancy must be present. Documentation in the medical record must include a note indicating the date when the prenatal care visit occurred, and evidence of one of the following:

Measurement Year 2023

- **Timeliness of Prenatal Care** - % of deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date or within **42 days of enrollment** in the organization

- Documentation indicating the woman is pregnant or references to the pregnancy; for example:
 - Documentation in a standardized prenatal flow sheet, or
 - Documentation of LMP, EDD or gestational age, or
 - A positive pregnancy test result, or
 - Documentation of gravidity and parity, or
 - Documentation of complete obstetrical history, or
 - Documentation of prenatal risk assessment and counseling/education.
- A basic physical obstetrical examination that includes auscultation for fetal heart tone, or pelvic exam with obstetric observations, or measurement of fundus height (a standardized prenatal flow sheet may be used).
- Evidence that a prenatal care procedure was performed, such as:
 - Screening test in the form of an obstetric panel (must include all of the following: hematocrit, differential WBC count, platelet count, hepatitis B surface antigen, rubella antibody, syphilis test, RBC antibody screen, Rh and ABO blood typing), or
 - TORCH antibody panel alone, or
 - A rubella antibody test/titer with an Rh incompatibility (ABO/Rh) blood typing, or
 - Ultrasound of a pregnant uterus.

Note: Services that occur over multiple visits count toward this measure if all services are within the time frame established in the measure. Ultrasound and lab results alone are not considered a visit; they must be combined with an office visit with an appropriate practitioner in order to count for this measure.

Standalone Prenatal Visits:

CPT: 99500

CPT-CAT-II: 0500F, 0501F, 0502F

HCPS: H1000, H1001, H1002, H1003, H1004

Bundled Prenatal Visits:

CPT: 59400, 59425, 59426, 59510, 59610, 59618

HCPCS: H1005

Prenatal Visits (with Diagnosis of Pregnancy):

CPT: 99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99241, 99242, 99243, 99244, 99245, 99483

HCPS: G0463, T1015

Telephone Visit (with Diagnosis of Pregnancy):

CPT: 98966, 98967, 98968, 99441, 99442, 99443

Online Assessment (with Diagnosis of Pregnancy):

CPT: 98969, 98970, 98971, 98972, 99421, 99422, 99423, 99444, 99458

Measurement Year 2023

HCPCS: G2010, G2012, G2061, G2062, G2063

Measurement Year 2023

Measure Description (Postpartum Care)	Documentation Required
<p>Deliveries of live births on or between October 8 of the year prior to the measurement year and October 7 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care.</p> <ul style="list-style-type: none"> • Postpartum Care - The percentage of deliveries that had a postpartum visit on 1or between 7 and 84 days after delivery. 	<p>Postpartum visit to an OB/GYN practitioner or other prenatal care practitioner, or PCP on or between 7 and 84 days after delivery.</p> <p>Documentation in the medical record must include a note indicating the date when a postpartum visit occurred, and evidence of one of the following:</p> <ul style="list-style-type: none"> • Pelvic Exam • Evaluation of weight, BP, breast, and abdomen. <ul style="list-style-type: none"> - Notation of “breastfeeding” is acceptable for the “evaluation of breasts” component. • Notation of postpartum care, including, but not limited to: <ul style="list-style-type: none"> - Notation of “postpartum care,” “PP care,” “PP check,” “6-week check.” - A preprinted “Postpartum Care” form in which information was documented during the visit. • Perineal or cesarean incision/wound check. • Screening for depression, anxiety, tobacco use, substance use disorder, or preexisting mental health disorders. • Glucose screening for women with gestational diabetes. • Documentation of the following topics: <ul style="list-style-type: none"> - Infant care or breastfeeding - Resumption of intercourse, birth spacing or family planning - Sleep/fatigue - Resumption of physical activity and attainment of health weight <p>Note: Postpartum care provided in an acute inpatient setting does not count for this measure. Services provided during a telephone visit, e-visit or virtual check-in are acceptable.</p>

Postpartum Visits CPT: 57170, 58300, 59430, 99501

Postpartum Visits CPT CAT II: 0503F

Postpartum Visits HCPCS: G0101

Postpartum Visits ICD-10: Z01.411, Z01.419, Z01.42, Z30.430, Z39.1, Z39.2

Cervical Cytology Lab Test CPT: 88141-88143, 88147, 88148, 88150, 88152, 88153, 88164-88167, 88174, 88175

Cervical Cytology Lab Test HCPCS: G0123, G0124, G0141, G0143-G0145, G0147, G0148, P3000, P3001, Q0091

Cervical Cytology Lab Test LOINC: 10524-7, 18500-9, 19762-4, 19764-0, 19765-7, 19766-5, 19774-9, 33717-0, 47527-7, 47528-5

Postpartum Bundled Services: 59400, 59410, 59515, 59610, 59614, 59618, 59622

NOTABLE CHANGES:

- Measure Description: Deliveries of live births **on or between October 8 of the YEAR PRIOR to the measurement year and October 7 of the measurement year**
- **Timeliness of Prenatal Care:** % of deliveries receiving a prenatal care visit **in first trimester, ON or BEFORE the enrollment start date or within 42 days of enrollment in the organization**
- **Postpartum Care:** % of deliveries that had a **postpartum visit ON or BETWEEN 7 and 84 days of delivery**

The codes and measure tips listed are informational only, not clinical guidelines or standards of medical care, and do not guarantee reimbursement. State/provider contract(s), Medicaid, member benefits, and several other guidelines determine reimbursement for applicable codes.

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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 webinars will take place on:

Date: Wednesday, March 22, 2023

Time: 1:00 p.m.

Registration link: https://amerihealthcaritas.zoom.us/meeting/register/tJlqceypqz8jHNJICVnnTm4PPuF_Php0ONUB

Date: Wednesday, June 21, 2023

Time: 1:00 p.m.

Registration link: https://amerihealthcaritas.zoom.us/meeting/register/tJEvdO-gqj0oGtzAIN780I8S-YGU5K_ZygFR

Date: Wednesday, September 20, 2023

Time: 1:00 p.m.

Registration link: <https://amerihealthcaritas.zoom.us/meeting/register/tJUtcuqqqTorEtagP3XDeHvNtSoZ92IkIF7W>

Date: Wednesday, November 22, 2023

Time: 1:00 p.m.

Registration link: https://amerihealthcaritas.zoom.us/meeting/register/tJUofumgpzktG9a-85F_L7wVWeU9StYF8Pd7

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.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**.