

Provider Post

News and updates you need to know

Summer Edition 2023

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New Medicaid Renewal/Redetermination NaviNet Tools

In an effort to help ensure that AmeriHealth Caritas Louisiana members continue to receive Medicaid benefits from the Louisiana Medicaid program, AmeriHealth Caritas Louisiana has launched two new tools in the [NaviNet](#) provider portal that will allow providers to view upcoming Medicaid Member Annual Eligibility Renewal dates.

The following tools are now available in the [NaviNet](#) Provider Portal:

- **Medicaid Member Annual Eligibility Redetermination Popup Alert**
In the Eligibility and Benefits Screen under the Patient Alert Details popup, there will be a new “Redetermination Report” link that, when clicked, will display the member’s upcoming eligibility renewal date. The new pop-up alert will be very similar to the existing Care Gap and Primary Care Physician (PCP) History alerts and will be available to all provider types.
- **Medicaid Member Annual Eligibility Redetermination Report**
In the Administrative Report Inquiry section, a new report will be available for PCPs under the report list dropdown that provides a full list of all members on your roster who have upcoming eligibility renewal dates. The report will be available for PCPs to download in both PDF and excel formats.

Call to Action:

You can use these new tools to verify AmeriHealth Caritas Louisiana members’/your patients’ Medicaid Annual Eligibility Renewal status. If you receive an alert or report in [NaviNet](#) that indicates your plan member has an upcoming eligibility renewal date, you can help ensure their continued coverage by stressing the urgency of timely renewal and directing those in need of assistance to us at 1-888-756-0004.

Timely renewal is important because it:

- Helps ensure continuity of care for our plan members/your patients.
- Eases administrative burden when verifying member eligibility.
- Avoids the need for resubmission of prior authorization requests required for certain services due to gaps in care caused by lapsed Medicaid coverage.
- Supports timely deeming of newborns as Medicaid eligible and ensures mom and baby are both on the AmeriHealth Caritas Louisiana plan.

Help Us Fight Fraud, Waste and Abuse

Call our toll-free Fraud Waste and Abuse tip line at 1-866-833-9718

- Submit an online form by going to www.amerihhealthcaritasla.com/provider and selecting **Report fraud, waste, or abuse** under “Important information.”
- Write to:
AmeriHealth Caritas Louisiana Special Investigations Unit
200 Stevens Drive
Philadelphia, PA 19113

Information may be provided anonymously.

Or, contact the Louisiana Department of Health at 1-800-488-2917



Healthy Louisiana Retires Informational Bulletin related to COVID-19 PHE

Healthy Louisiana has retired the following Informational Bulletins related to the COVID-19 Public Health Emergency.

- Informational Bulletin 20-5: COVID-19 Provider Update
- Informational Bulletin 20-8: Federal COVID-19 Provider Funding Information
- Informational Bulletin 20-9: EPSDT Personal Care Services
- Informational Bulletin 20-11: Teledentistry during the COVID-19 Declared Emergency
- Informational Bulletin 20-12: COVID-19 Update for PDHC Facilities
- Informational Bulletin 21-27: COVID-19 Vaccine Administration in FQHCs and RHCs throughout the PHE
- Informational Bulletin 22-2: COVID-19 Vaccine Administration and Treatment Reimbursement Updates
- Informational Bulletin 22-14: COVID-19 Monoclonal Treatment in Federally Qualified Health Centers and Rural Health Clinics Throughout the Public Health Emergency
- Informational Bulletin 22-28: COVID-19 - Commercially Purchased Bebtelovimab Reimbursement (Q0222)

For full details, please visit <https://ldh.la.gov/index.cfm/page/1198/n/311>.

Training Opportunities: Sexual Orientation and Gender Identity

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 LGBTQIA+ 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](http://amerihealthcaritasla.com/provider/training/cultural-competency.aspx) to access these resources.
<http://amerihealthcaritasla.com/provider/training/cultural-competency.aspx>

Louisiana Crisis Response System (LA-CRS) and 988 Lifeline

The Louisiana Department of Health (LDH)/Office of Behavioral Health (OBH) has begun implementing the Medicaid service delivery system related to crisis services.

Louisiana Crisis Response System (LA-CRS), a modern, innovative and coordinated approach to crisis services that builds upon the unique and varied strengths, resources and needs of Louisiana's local communities.

LDH/OBH has joined the rest of the nation to transition the Suicide Prevention Lifeline 10-digit number to an easier to remember 3-digit dialing code, 988, for calls and text. 988 chats are available through the Lifeline website www.suicidepreventionlifeline.org/chat.

Click [here](#) to learn more about 988.

After working with partners in Medicaid and national experts, OBH finalized the service design associated with a crisis system of care that is modern, innovative and coordinated. The LA-CRS services that are being implemented include:

- **Mobile Crisis Response (MCR)** is an initial community-based, mobile crisis response intended to provide relief, resolution and intervention to individuals where they are located through crisis supports and services during the first phase of a crisis in the community.
- **Behavioral Health Crisis Centers (BHCC)** are facility-based services that operates twenty-four (24) hours a day, seven (7) days a week, as a walk-in center providing short-term behavioral health crisis intervention.
- **Community Brief Crisis Support (CBCS)** is an ongoing crisis intervention response rendered for up to fifteen (15) days and designed to provide relief, resolution and intervention through maintaining the member at home / in the community, de-escalating behavioral health needs, referring for treatment needs, and coordinating with local providers.
- **Crisis Stabilization (CS)** are short-term bed-based crisis treatment and support services for members who have received a lower level of crisis services and are at risk of hospitalization or institutionalization, including nursing home placement (funding requested for State Fiscal Year 2023)

Services are available for Medicaid recipients who are:

- 21 years and older
- Associated with one of the 6 Managed Care Organizations in Louisiana (Aetna Better Health, AmeriHealth Caritas of Louisiana, Healthy Blue, Humana Healthy Horizons of Louisiana, Louisiana Healthcare Connections, and United Healthcare)
- Experiencing emotional distress, and would benefit from crisis response from trained practitioners to get the supports needed to resolve the crisis and stay in the community
- Not already on a legal commitment and are able to voluntarily participate in services

MCO Behavioral Health Care Crisis Line
24/7 crisis resources available for immediate assistance.

	Aetna Better Health 1-833-491-1094
	AmeriHealth Caritas Louisiana 1-844-211-0971
	Humana Healthy Horizons of Louisiana 1-833-204-5504
	Healthy Blue 1-844-812-2280
	Louisiana Healthcare Connections 1-844-677-7553
	United Healthcare 1-866-232-1626

Service availability

Services are live in the following regions:

- **Greater New Orleans (Region 1): Orleans, Plaquemines and St. Bernard parishes**
 - Services by Resources for Human Development, Inc.
 - Mobile Crisis Response: 8 a.m.-5 p.m. Monday-Friday
 - Community Brief Crisis Support: available as needed after Mobile Crisis Response
- **Greater Baton Rouge (Region 2): Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge and West Feliciana parishes**
 - Services by Recovery Innovations / Bridge Center for Hope
 - Mobile Crisis Response: 8 a.m.-5 p.m. Monday-Friday
 - Community Brief Crisis Support: available as needed after Mobile Crisis Response or Behavioral Health Crisis Care
 - Behavioral Health Crisis Care: available 24/7

- **South-Central Louisiana (Region 3): Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary and Terrebonne parishes**
 - Services by Start Corporation
 - Mobile Crisis Response: 8 a.m.-4:30 p.m. Monday-Friday
 - Community Brief Crisis Support: available as needed after Mobile Crisis Response or Behavioral Health Crisis Care
 - Behavioral Health Crisis Care: 8 a.m.-4:30 p.m. Monday-Friday
- **Northwest Louisiana (Region 7): Bienville, Bossier, Caddo, Claiborne, DeSoto, Red River, Sabine, Webster and Natchitoches parishes**
 - Services by Merakey Louisiana
 - Mobile Crisis Response: 12 p.m.-8 p.m. Monday-Friday
 - Community Brief Crisis Support: available as needed after Mobile Crisis Response or Behavioral Health Crisis Care
 - Behavioral Health Crisis Care: 8 a.m.-4:30 p.m. Monday-Friday
- **Jefferson Parish (Region 10)**
 - Services by Jefferson Parish Human Services Authority
 - Community Brief Crisis Support: available as needed after Behavioral Health Crisis Care
 - Behavioral Health Crisis Care: 11 a.m.-7 p.m. Monday-Friday

Additional services in these and other regions will be announced as they go live.

Reminder: Autism Spectrum Disorder Training

You are invited to participate in the following provider trainings:

Date: July 19, 2023

Time: 1:00 pm

Registration link: [Autism Spectrum Disorder Training](#)

Date: October 18, 2023

Time: 1:00 pm

Registration link: [Autism Spectrum Disorder Training](#)

After registering, you will receive a confirmation email containing information about joining the meetings.



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

- 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](#).

Utilization Management (UM) Is Here to Help

Did you know that UM can assist with any of the following?

- Verifying prior authorization requirements
- Obtaining a prior authorization
- Assisting with submitting a request such as technical issues or finding appropriate covered service codes
- Educating and assisting with locating a lower level of service option as treatment if medical necessity is not met for the requested service
- Answering questions about what criteria is utilized to make decisions for medical necessity
- Assisting with requesting a copy of the specified criteria
- Providing assistance with locating a participating provider to refer your member for services
- Assisting with pending placement questions or issues
- Assisting with discharge planning needs
- Initiating a single case agreement if appropriate
- Providing 7-day retrospective review on initial home health cases to allow time to obtain physician signatures

AmeriHealth Caritas Louisiana provides and maintains a toll-free number for Health Care Providers, Practitioners and Members to contact the Plan's UM staff.

- The toll-free number is 1-888-913-0350. TTY functionality is available.
- The Plan's UM Department is available to answer calls from Health Care Providers, Practitioners and Members during normal business hours, Monday-Friday 8:00AM-5:00 PM.
- After business hours and on weekends and holidays, Health Care Providers, Practitioners and Members are instructed to contact the On Call Clinician through the Plan's Member Services number 1-888-756-0004 for physical health services and 1-855-285-7466 for behavioral health services.
- Behavioral Health providers can reach the UM providers 24 hours a day 7 days a week for 365 days a year by calling 1-855-285-7466.
- Translation services are available as needed.

August is “National Immunization Awareness Month” (NIAM)

During NIAM, AmeriHealth Caritas Louisiana (ACLA) encourages you to help ensure your patients are up to date on recommended vaccines. Research has consistently shown that healthcare professionals are the most trusted source of vaccine information for parents and patients.

This annual observance highlights the efforts of ACLA Healthcare professionals to protect patients of all ages against vaccine-preventable diseases through on-time vaccinations.

We encourage our healthcare professionals to use NIAM as an opportunity to access educational immunization resources from the “CDC” as well as HPV resources from the “American Cancer Society”. Access this information at the links below:

- <https://www.cdc.gov/vaccines/hcp/index.html>
- <https://www.cancer.org/content/dam/cancer-org/online-documents/en/pdf/flyers/steps-for-increasing-hpv-vaccination-in-practice.pdf>

As a reminder, PCPs are expected to complete required immunizations for children ages birth through 20 during well-child visits. In order to comply with this policy, PCPs should enroll in the Louisiana Vaccines for Children (VFC) program to receive vaccines without charge for Medicaid children ages birth through 18. To enroll, contact the Immunization Program Office at 504-568-2600.

***Please Note:** Louisiana Medicaid also considers beneficiaries ages 19 and 20 part of the EPSDT population and therefore age-appropriate immunizations are required, although outside of VFC.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your Provider Network Management Account Executive at

<https://www.amerihealthcaritasla.com/pdf/provider/account-executives.pdf>

REFERENCES:

<https://www.cdc.gov/vaccines/hcp/index.html>

<https://www.cancer.org/content/dam/cancer-org/online-documents/en/pdf/flyers/steps-for-increasing-hpv-vaccination-in-practice.pdf>

<https://ldh.la.gov/subhome/61>

Sign-up for Network News

Get your health plan news via e-mail. Sign up for our free [Network News](#) service to receive important health plan communications from AmeriHealth Caritas Louisiana.

To sign-up, visit the Provider portal on our website at www.amerihealthcaritasla.com and click on News and Updates. Once you have registered, you will receive a confirmation email. If you feel you registered previously, but did not receive a confirmation email, please try registering again and be sure to check your spam or junk mailbox for your confirmation email.

Professional Services Fluoride Varnish Program

Early examination, intervention, guidance and referral can prevent future costly and painful dental diseases, including dental caries (cavities), which are almost completely preventable.

Fluoride varnish is a concentrated, thin material that is applied directly to the teeth to assist in preventing and potentially reversing very early decay that already has begun to develop. The American Dental Association and the Centers for Disease Control and Prevention recommend fluoride varnish application at least twice per year for infants and children starting at the age of 6 months.

Eligibility

To qualify for reimbursement, appropriate providers must review the “Smiles for Life Caries Risk Assessment, Fluoride Varnish, and Counseling Module” and successfully pass the post assessment, at the link provided:

www.smilesforlifeoralhealth.org.

Course No. 6: Caries Risk assessment, Fluoride Varnish & Counseling

Providers shall maintain a copy of the successfully completed post assessment certificate in their files for review. The only disciplines that may apply the fluoride varnish are appropriate dental providers, physicians, nurse practitioners, advanced practice registered nurses, physician assistants, registered nurses, licensed practical nurses, and certified medical assistants.

Fluoride Varnish Application Reimbursement

Providers must bill CPT code: **99188**: Application of topical fluoride varnish

Provider must bill ICDM-10 code: **Z41.8**: Need for fluoride varnish application

Fluoride varnish application is limited to eligible recipients from ages 6 months through 5 years. Services are limited to once every six months, and should be billed **6 months and 1 day apart**.

Federally Qualified Health Center (FQHC) and Rural Health Center (RHC) Providers

Reimbursable fluoride varnish services for Federally Qualified Health Centers/Rural Health Clinics are included in the all-inclusive encounter. Separate encounters for these services are not allowed, and the delivery of fluoride varnish services alone does not constitute an encounter visit. If fluoride varnish services are provided during an encounter, **please include the CPT code and diagnosis code shown above on your detail lines for reporting purposes.**

Additional Educational Resources:

- Well-Ahead Louisiana resources on preventive oral health: <https://wellaheadla.com/prevention/oral-health/>
- Well-Ahead resources for fluoride varnish applications by PCPs: <https://wellaheadla.com/prevention/oral-health/>
- American Academy of Pediatrics Clinical Guidance Report on Fluoride Use in Caries Prevention in the Primary Care Setting (Clark et al., 2020)

References:

Clark M, Keels MA, Slayton RL. American Academy of Pediatrics Clinical Guidance Report on Fluoride Use in Caries Prevention in the Primary Care Setting. *Pediatrics* Volume 146, number 6, December 2020: e20200034637

Reminder: 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 next webinars will take place on:

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:

- [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**.