

# Provider Post

*News and updates you need to know*

## Winter Edition 2022

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## Medicaid Provider Enrollment Portal Update and Requirements

Providers with multiple provider types must complete enrollment for each type.

Any primary care providers (PCP) who have not completed enrollment by **June 30, 2023** will have their patients assigned to another PCP and will be terminated from the AmeriHealth Caritas Louisiana network.

### Who is Required to Enroll?

- Providers who file claims with Louisiana Medicaid (providers enrolled in Fee-for-Service (FFS) Medicaid before December 31, 2021, and providers enrolled with an MCO or DBPM before March 31, 2022.)
- Ordering, Prescribing or Referring Providers
  - Ordering, prescribing or referring (OPR) providers do not bill Medicaid for services rendered, but may order, prescribe or refer services/supplies for Medicaid beneficiaries.

### Ordering, Prescribing or Referring Providers (OPR)

If you are an OPR provider, physicians, other practitioners and facilities who render services to Medicaid beneficiaries based on your order, prescription or referral, will not be paid for such items or services, beginning **July 1, 2023**, unless you enroll in Medicaid and your NPI is included on the claim submitted to Medicaid by the rendering provider (42 CFR 455.440).

Please note that this extends to pharmacy Point of Sale (POS) systems as well. The POS system will deny any claims submitted, beginning **July 1, 2023**, for a Medicaid beneficiary with a prescriber, pharmacy provider, or vaccinating pharmacist who is not enrolled as a Medicaid provider.

## Critical Deadlines – Claims Adjudication

Providers still wishing to complete enrollment must submit an enrollment application by **June 1, 2023** in order to complete the enrollment process by **June 30, 2023**. Once the enrollment is completed, the provider may resubmit previously denied claims for dates of service **January 1, 2023** to **June 30, 2023** for payment. Providers will not receive payment until their provider enrollment is complete.

If an OPR provider is included on a claim or writes a prescription and has not completed enrollment:

- The medical/professional claim will deny beginning **July 1, 2023**, if any one of the following are not enrolled:
  - Ordering provider
  - Prescribing provider
  - Referring provider
- The prescription will deny beginning **July 1, 2023**, if any one of the following are not enrolled:
  - Prescribing provider
  - Vaccinating pharmacist, or
  - Pharmacy provider

For providers with multiple provider types, claims for dates of service on or after **January 1, 2023**, will be adjudicated for providers who have completed enrollment of at least one provider type. Claims will deny beginning **July 1, 2023** for any of the provider types not enrolled.

For full details, please see [IB 22-38 revised 12.9.22](#).

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## Seasonal Flu Vaccine

The Centers for Disease Control and Prevention (CDC) and the American Academy of Pediatrics (AAP) recommend annual influenza vaccination for most people 6 months of age and older. Vaccination is especially important for people with certain underlying medical conditions, pregnant women, the very young, and the elderly. We urge you to continue your efforts to vaccinate your patients against influenza. As a Professional Service Provider, your recommendation plays a critical role in a patient's decision to be immunized.

As we prepare for the 2022-2023 flu season, please review the AmeriHealth Caritas Louisiana billing guidelines listed below. Participating providers may be reimbursed for administering the seasonal flu vaccine to our members.

For a list of codes, please refer to the Louisiana Medicaid Immunization Fee Schedules at [http://www.lamedicaid.com/provweb1/fee\\_schedules/feeschedulesindex.htm](http://www.lamedicaid.com/provweb1/fee_schedules/feeschedulesindex.htm).

### Flu vaccine reimbursement is made in the following manner:

Age	Reimbursement	Where to obtain toxoid
Adult (Age 21 Years & Older)	Total payment is made through the billing of the toxoid code and the administration code.	Obtain the vaccine and supplies from regular vaccine supplier.
Young Adult (Age 19 through 20 Years)	Total payment is made through the billing of the toxoid code and the administration code.	Obtain the vaccine and supplies from regular vaccine supplier.
Children/Adolescents (Birth through 18 years of age)	Toxoids available through the Vaccines for Children Program will be paid at zero (\$0.00). For these vaccines, reimbursement will be only for the administration of the vaccine,	Provided at no cost to you through the Louisiana Department of Health's Vaccine for Children Program (VFC). For more information on VFC go to <a href="https://ldh.la.gov/page/1016">https://ldh.la.gov/page/1016</a>

however, the toxoid and administration codes must be billed together to receive payment.

Federally Qualified Health Centers (FQHC) and Rural Health Centers (RHC) will be paid for encounter codes billed but should report toxoid administration codes for data collection.

### **HEDIS® Childhood and Adolescent Immunization Coding Notice**

Childhood vaccinations protect children from many serious and potentially fatal diseases. Coding Healthcare Effectiveness Data & Information Set (HEDIS®) measures accurately can assist you in identifying and eliminating gaps in care and help ensure timely and appropriate care. Remember to submit the appropriate CPT vaccine administration *code in addition to* the appropriate CPT or HCPCS code for all vaccines administered.

Detailed coding information can be found in the HEDIS Documentation and Coding Guidelines posted on our provider portal, NaviNet. Follow these steps to access this material:

1. Log in to NaviNet,
2. Health Plans – My Plans – AmeriHealth Caritas Louisiana,
3. Resources – HEDIS 2022 Documentation and Coding Guidelines

#### **Questions:**

Thank you for your continued support and commitment to the care of our members. If you require access to NaviNet, please contact AmeriHealth Caritas Louisiana’s Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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### **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 YOUR COURSE ID: **ACT64**
  6. Click SAVE to complete your signup.

**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](mailto:profed@marchofdimes.org).

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### Holiday Schedule

Happy Holidays! Due to the holiday season, the AmeriHealth Caritas Louisiana administrative offices will be closed on:

- **Friday, December 23, 2022 (1/2 day)**, in observance of Christmas Eve.
- **Monday, December 26, 2022**, in observance of Christmas Day.
- **Friday, December 30, 2022 (1/2 day)**, in observance of New Year's Eve.
- **Monday, January 1, 2023**, in observance of New Year's Day.

If you and/or your patients need to contact us for urgent matters during this time, contact:

- Utilization Management team at **1-888-756-0004** after business hours, on weekends and state observed holidays.
- Behavioral Health Utilization Management team (Providers only) at **1-855-285-7466**.
- Member Services at **1-888-756-0004 (TTY: 1-866-428-7588)**.

**Check issuance schedule for claims payment** – There will be **no check issuance on Wednesday, December 28, 2022**. The final check issuance for 2022 will be on **Monday, December 26, 2022**.

**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](#).

## Reminder: Physicians for Social Responsibility (PSR): Cooking with Gas: Health Harms from Gas Stoves

You are invited to Cooking with Gas: Health Harms from Gas Stoves, a webinar training presented by Physicians for Social Responsibility (PSR)! This instructor-led training will examine the impact of environmental injustice, the increased risk of disease, and the dangers of indoor air pollutions on our most vulnerable populations.

**This unique training is being offered at no cost. Providers can earn CME/CNE credit upon completion of the training session\***

Multiple training sessions are being offered beginning [December 15, 2022]. To register in advance for a date and time that's convenient for you, click the link below to complete the registration form.

Date & Time	Registration Link
Thursday December 15, 2022 3:00-4:00 pm CST	<a href="https://psr-org.zoom.us/webinar/register/WN_NfLbrL_rRsC3016IAW779Q">https://psr-org.zoom.us/webinar/register/WN_NfLbrL_rRsC3016IAW779Q</a> [psr-org.zoom.us]
Wednesday January 11, 2023 9:00- 10:00 am CST	<a href="https://psr-org.zoom.us/webinar/register/WN_OkwOj5lpSI00SoMzZljCq">https://psr-org.zoom.us/webinar/register/WN_OkwOj5lpSI00SoMzZljCq</a> [psr-org.zoom.us]
Thursday January 19, 2023 3:00 -4:00 CST	<a href="https://psr-org.zoom.us/webinar/register/WN_834V74f-TpWvLOWRZvQQXg">https://psr-org.zoom.us/webinar/register/WN_834V74f-TpWvLOWRZvQQXg</a> [psr-org.zoom.us]
Wednesday January 25, 2023 9:00-10:00 CST	<a href="https://psr-org.zoom.us/webinar/register/WN_nShzfZFUswS-nWkngFebiw">https://psr-org.zoom.us/webinar/register/WN_nShzfZFUswS-nWkngFebiw</a> [psr-org.zoom.us]
Thursday February 2, 2023 2:00- 3:00 pm CST	<a href="https://psr-org.zoom.us/webinar/register/WN_CmnWdABUTzq1fwEsA1B6fA">https://psr-org.zoom.us/webinar/register/WN_CmnWdABUTzq1fwEsA1B6fA</a> [psr-org.zoom.us]
Wednesday February 8, 2023 9:00 -10:00 am CST	<a href="https://psr-org.zoom.us/webinar/register/WN_Mvjdoh9aQYeH7_yq5-UmCA">https://psr-org.zoom.us/webinar/register/WN_Mvjdoh9aQYeH7_yq5-UmCA</a> [psr-org.zoom.us]
Wednesday February 22, 2023 9:00-10:00 am CST	<a href="https://psr-org.zoom.us/webinar/register/WN_KFMpJgnkREqgOI66SOGMQw">https://psr-org.zoom.us/webinar/register/WN_KFMpJgnkREqgOI66SOGMQw</a> [psr-org.zoom.us]
Wednesday March 8, 2023 9:00-10:00 am CST	<a href="https://psr-org.zoom.us/webinar/register/WN_QthvnLrqRh-p5TiXnLmR5g">https://psr-org.zoom.us/webinar/register/WN_QthvnLrqRh-p5TiXnLmR5g</a> [psr-org.zoom.us]
Thursday March 16, 2023 3:00-4:00 pm CST	<a href="https://psr-org.zoom.us/webinar/register/WN_CMKww1CWRkWsDNqxDWJgxw">https://psr-org.zoom.us/webinar/register/WN_CMKww1CWRkWsDNqxDWJgxw</a> [psr-org.zoom.us]
Wednesday March 22, 2023 9:00 -10:00 am CST	<a href="https://psr-org.zoom.us/webinar/register/WN_a5bfMDXjRYCSeliP9wMJ5A">https://psr-org.zoom.us/webinar/register/WN_a5bfMDXjRYCSeliP9wMJ5A</a> [psr-org.zoom.us]

### \*Accreditation Statement

**Physicians:** This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of USF Health and Physicians for Social Responsibility. USF Health is accredited by the ACCME to provide continuing medical education for physicians.

USF Health designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Nurses:** USF Health is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. This activity is approved for 1.0 contact hour.

USF Health, the accredited provider, acknowledges Physicians for Social Responsibility as the joint provider in the planning and execution of this CNE activity.

## 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's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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## Act 503 Changes to Community Psychiatric Support & Treatment and Psychosocial Rehabilitation Services Revised December 7, 2022

The Louisiana Legislature passed **Senate Bill 213**, which has been signed by Governor John Bel Edwards as **Act 503**.

This law affects behavioral health services providers (BHSP) who provide community psychiatric support and treatment (CPST) services or psychosocial rehabilitation (PSR) services to Medicaid members. More specifically, it revises the components of the services and the staff able to provide the services.

The Louisiana Department of Health has received approval from CMS with an effective date of **January 1, 2023**. Providers must meet all requirements associated with Act 503.

Every CPST and PSR provider is highly encouraged to reach out to AmeriHealth Caritas Louisiana to submit the necessary credentialing updates, which includes but may not be limited to staff rosters, to ensure there is no disruption to services and reimbursement. Questions regarding the information required should also be directed to AmeriHealth Caritas Louisiana. Claims may be denied if providers are not fully updated with AmeriHealth Caritas Louisiana prior to implementation on **January 1, 2023**.

Please review [IB 22-22 revised 12.7.2022](#) for full details.

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## Community Health Workers in Federally Qualified Health Centers and Rural Health Clinics

Medicaid received approval from the Centers for Medicare and Medicaid Services (CMS) to reimburse services rendered by qualified Community Health Workers (CHW) in federally qualified health centers (FQHC) and rural health clinics (RHC) effective for dates of service on or after **January 1, 2022**.

CHW service reimbursement is based on an alternative payment methodology, which allows reimbursement outside of the current Prospective Payment System rate for CHW services provided in FQHC and RHC settings. Providers will receive payment for services at the rate on file for the date of services as published on the Professional Service fee schedule on [www.lamedicaid.com](http://www.lamedicaid.com).

There has recently been a change in what is required in order for the CHW service to be reimbursed when billed by a FQHC or RHC. Claims for CHW service reimbursement no longer have to include all of the following for the service to be reimbursed:

- A Healthcare Common Procedure Coding System (HCPCS) for the visit (T1015, H2020, or D0999);
- An evaluation and management code; and
- The corresponding Current Procedural Terminology (CPT) code for the CHW services to receive reimbursement.

If an evaluation and management code is included on the claim, reimbursement will be the rate on file for the encounter visit in addition to the rate on file for the CHW services for the date of service.

If an evaluation and management code is NOT included on the claim, reimbursement will be the rate on file for the CHW

services for the date of service. An evaluation and management visit must be conducted within 30 days of the CHW services.

AmeriHealth Caritas Louisiana will make system updates and recycle any claims that were paid incorrectly according to this change on or before **January 22, 2023**.

For full details, please see [IB 22-21 revised 11.23.22](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am and 7:00 pm daily.

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## Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) Cultural Competency

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 LGBTQ 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, non-binary, 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](#) to access these resources.

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## Knowledge is Power: Louisiana State Health Assessment and Online Resources

AmeriHealth Caritas Louisiana supports the integration of equitable practices into care delivery and patient assistance by providing tools to improve health outcomes in patient populations across the state.

The [Louisiana State Health Assessment](#) dashboard is an online resource that provides a regional overview of factors that influence health outcomes across service areas including demographics, health behaviors and exposures, medical conditions and ways to get involved in the statewide push for equity.

In addition, the [Louisiana State Health Assessment Report](#) provides an overview of Louisianans' health status while identifying areas where disparities and inequities exist. Visit the links below to access additional planning tools that inform collaboration and patient-focused interventions to address social risk factors and barriers to care.

- [Behavioral Health Fact Sheet](#)
- [Chronic Disease Fact Sheet](#)
- [Community Safety Fact Sheet](#)
- [Louisiana State Health Assessment](#)
- [Louisiana State Health Assessment Report](#)
- [Maternal and Child Health Fact Sheet](#)

## Questions?

### Online Resources

Here is a look at what is new or recently updated on our website at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.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**.