

Provider Post

News and updates you need to know

Summer Edition 2022

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Medicaid Provider Enrollment

The deadline for providers to submit an application to the Provider Enrollment Portal is **June 30, 2022**. Any existing AmeriHealth Caritas Louisiana provider that does not submit an application to initiate the screening process through the new portal will have their claims denied.

A [Provider Portal Enrollment Lookup Tool](#) is now available at lamedicaid.com. Data elements providers may use include NPI, Provider Name, Provider Type, Specialty, Address, City and State, and Zip Code; however, only one data point is required to search. Results given will show providers whose enrollments are 100% complete. This is a useful tool for providers to see if enrollment is complete. The Lookup Tool is updated daily and the results may be downloaded.

Providers who have submitted their applications but do not see their names listed, must allow at least 15 business days for the update to be processed. If your information has not been processed within 15 business days, please contact Gainwell Technologies by emailing louisianaprovenroll@gainwelltechnologies.com or contacting **1 (833) 641-2140** for a status update on enrollment and any next steps needed to complete the process.

Credentialing Rights for Practitioners

After the submission of credentialing applications, health care providers have the following rights:

- Have the right to review the information submitted to support their credentialing application, with the exception of recommendations, references, and peer protected information obtained by AmeriHealth Caritas Louisiana.
- Have the right to correct erroneous information. When information is obtained by the Credentialing Department that varies substantially from the information the provider submitted, the Credentialing Department will notify the Health Care Provider to correct the discrepancy. The provider will have 10 calendar days from the date of the notification to correct the erroneous information. All requests for the above information must be made in writing by the practitioner.
- Have the right, upon request, to be informed of the status of their credentialing or re-credentialing application. The Credentialing department will share all information with the provider with the exception of references, recommendations or peer-review protected information (i.e., information received from the National Practitioner Data Bank). Requests can be made via phone, email, or in writing. The Credentialing Department will respond to all requests within 24 business hours of receipt. Responses will be via email or phone call to the provider.

- Have the right to be notified within 60 calendar days of the Credentialing Committee or Medical Director review decision.
- Have the right to appeal any credentialing/re-credentialing denial within 30 calendar days of the written notification of the decision.

To request or provide information for any of the above, the provider should contact the AmeriHealth Caritas Credentialing department at the following address:

AmeriHealth Caritas
Attn: Credentialing Department
200 Stevens Drive
Philadelphia, PA 19113.

To check the status of your application or if you have any questions or concerns regarding this process, please contact the AmeriHealth Caritas Louisiana Credentialing Department at **1-888-913-0349**.

Fax all applicable items to the Credentialing Department at **1-225-300-9199**, or signed documents may be scanned and submitted by secure e-mail to Credentialing@amerihealthcaritasla.com.

Member Rights and Responsibilities

AmeriHealth Caritas Louisiana provides information regarding members’ rights and responsibilities to new providers who have joined our network, or to existing network providers upon request. AmeriHealth Caritas Louisiana is committed to treating our members with respect. AmeriHealth Caritas Louisiana, its network providers, and other providers of service, may not discriminate against members based on race, color, religion, sex, age, national origin, ancestry, nationality, creed, citizenship, alienage, marital or domestic partnership or civil union status, affectional or sexual orientation, physical, cognitive or mental disability, veteran status, whistleblower status, gender identity and/or expression, genetic information, health status, pre-existing condition, income status, source of payment, program memberships or physical or behavioral disability, except where medically indicated, or any other characteristic protected under federal, state, or local law. For full details regarding member rights and responsibilities, please review this section in the [AmeriHealth Caritas Louisiana Provider Handbook](#).

HEDIS Provider Trainings for 2022

AmeriHealth Caritas Louisiana recognizes the importance of partnering with our provider community. That is why we are offering virtual trainings on various topics that matter to you. Along with the topics scheduled, the following information will be discussed during all trainings held in 2022:

- HEDIS 101
- Highlight of Louisiana Department of Health Priorities
- Provider Tools and Resources

We hope you will join us. Please register using the following link: [HEDIS Provider Training 2022](#).

Date/Time*	Provider Type/ Audience	Topics
July 20, 2022 2:00 PM – 3:00 PM	Pediatrics	Early Childhood, Tweens, and Teens Preventative Screenings Immunizations
October 19, 2022 2:00 PM – 3:00 PM	Behavioral Health	Behavioral Health Measures

Equity across Louisiana

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 operations within your practice.

Based on disparities identified in member outcomes data, our current equity efforts focus on HEDIS improvements for African-American and Hispanic members residing in rural Louisiana. Please read below for information on targeted HEDIS Equity measures and tools your team can use to integrate health equity into your office operations and improve outcomes for these populations.

Targeted Equity Measures 2022

COL - Colorectal Cancer Screening

CBP - Controlling Blood Pressure

HBD - Hemoglobin A1c Control for Patients with Diabetes (*Formerly the CDC A1c Control indicator*)

PPC - Prenatal and Postpartum Care

W30 - Well Child Visits in the First 30 Months of Life

WCV - Child and Adolescent Well-Care Visits (ages 3-21)

Health Equity Integration

Use these tools to build a health equity process for your team:

1. Support member language needs by using our free interpretation services to schedule appointments and provide care to limited or non-English speaking patients.
2. Connect members with AmeriHealth Caritas Louisiana for Social Determinants of Health (SDOH) concerns using our “Let Us Know” Form, and forward the completed forms to us for follow-up:
 - English: <https://www.amerhealthcaritasla.com/pdf/provider/resources/forms/member-intervention-request-form.pdf>
 - Spanish: <https://www.amerhealthcaritasla.com/pdf/provider/resources/forms/let-us-know-member-intervention-spanish.pdf>
3. 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/>.
4. 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.amerhealthcaritasla.com/provider/resources/interpretation-services/cultural-awareness-and-responsiveness-training-opportunities-continuing-medical-education-credits-and-resources.aspx>.
5. Refer AmeriHealth Caritas Louisiana members to plan programs that support healthy lifestyles and care plans for chronic conditions:
 - Bright Start®
 - Care Management
 - Make Every Calorie Count

- Mom’s Meals
6. 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>.
 7. Visit the County Health Rankings website at <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.
 8. 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.
 9. 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?

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.

Questions?

Online Resources

Here is a look at what is new or recently updated on our website at 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**.