
To: AmeriHealth Caritas Louisiana Providers

Date: March 27, 2023

Subject: [Informational Bulletin 21-02: Medicaid Managed Care Transportation Provider Issue Resolution \(Revised March 7, 2023\)](#)

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Medicaid Managed Care Transportation Provider Issue Resolution

This bulletin outlines the available options to transportation providers for pursuing resolution of issues with AmeriHealth Caritas Louisiana and the state's fee-for-service claims payment issues. Unless explicitly notated, providers should first seek resolution with AmeriHealth Caritas Louisiana/the MCO directly, prior to engaging LDH or other third parties.

For issues related to transportation claims, contact:

Verida (formerly Southeastrans)

470-819-4349

claimdispute@verida.com

For issues related to transportation provider issue escalation and resolution- claim appeals, contact:

Verida (formerly Southeastrans)

claimdispute@verida.com

VERIDA, Inc ATTN: CFO 843 Dallas Hwy Villa Rica, GA 30180

<https://myverida.com/facilities-file-a-complaint-form/>

For issues related to AmeriHealth Caritas Louisiana provider complaint and escalation, contact:

AmeriHealth Caritas Louisiana

225-300-9112

AmeriHealth Caritas Louisiana PO Box 7323 London, KY 40742

brobertson@amerihealthcaritasla.com

For issues requiring executive level review, contact:

Kyle Viator, CEO

kviator@amerihealthcaritasla.com

or

Kyle Godfrey, COO

tgodfrey@amerihealthcaritasla.com

For issues that require LDH escalation, contact:

LDH at MedicaidTransportation@la.gov

Note: Always include details on attempts to resolve the issue with ACLA, as well as contact information (contact name, provider name, e-mail and phone number) so that LDH staff can follow up with any questions.

Independent Review

In conjunction with the above claim dispute contacts, Independent Review is another option for resolution of claim disputes. The Independent Review process may be initiated after claim denial.

Note: Per House Bill No. 492 Act No. 349, an adverse determination involved in litigation or arbitration or not associated with a Medicaid enrollee shall not be eligible for independent review.

For full details, please see [IB 21.02 revised 3.07.23](#).

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 – 7:00 pm daily.

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Need to update your provider information? Send full details to:
network@amerihealthcaritasla.com.