

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** April 6, 2023

**Subject:** Provider to Provider Consultation Line (PPCL)

**Summary:** Provider to Provider Consultation Line (PPCL) is a no-cost telehealth consultation and education program that helps all providers who treat children and adolescents and/or pregnant/post-natal women.

AmeriHealth Caritas Louisiana wants you to know of mental health supports and consultations available via the Provider-to-Provider Consultation Line (PPCL) administered by the Bureau of Family Health. The consultations are for any licensed clinician who cares for children and adolescents or pregnant/post-natal women.

### How does the PPCL Work?

1. A provider has a question about pediatric and/or pregnant women's mental health. If they're not already, they will [register](#) for PPCL at <https://laredcap.oph.dhh.la.gov/surveys/?s=7FPDL89PMNEAA8X8>.
2. The provider can then call (833) 721-2881 for pediatric mental health support or 504-988-9171 for perinatal mental health support or email [ppcl@la.gov](mailto:ppcl@la.gov) for pediatric mental health support or [perinatalpsych@tulane.edu](mailto:perinatalpsych@tulane.edu) for perinatal support.
3. One of the Mental Health Consultants will respond to questions about mental health and local resources. They can connect you to one of the on-call psychiatrists to assist with diagnostic clarification and medication management questions.

The flyers/brochures offer more detailed information about the program. AmeriHealth Caritas Louisiana (ACLA) will work with PPCL to connect our members to ACLA and community resources as well as mental health providers.

For additional information, please visit our website under Important Information:

<https://www.amerihealthcaritasla.com/provider/index.aspx>  
or <https://ldh.la.gov/page/ppcl>.

### 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](#).

**Missed an alert?**

You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com)

**Where can I find more information on COVID-19?**

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.