

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** June 8, 2023

**Subject:** New Tools Available in NaviNet — Medicaid Member Annual Eligibility Renewal/Redetermination

**Summary:** New tools available in NaviNet – Medicaid Member Annual Eligibility Renewal/Redetermination.

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 Redetermination 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 Redetermination 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:

- Louisiana Medicaid Customer Service at 1-888-342-6207 between the hours of 8 a.m. to 4:30 p.m., Monday through Friday
- Online at [mymedicaid.la.gov](http://mymedicaid.la.gov) or
- By email at [mymedicaid@la.gov](mailto:mymedicaid@la.gov)

**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 for certain services that may be required 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.

**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)