

Provider Post

News and updates you need to know

Winter Edition 2023

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Medicaid Provider Enrollment Portal Update and Requirements

Providers who did not complete enrollment by **June 30, 2023** were deactivated and their patients have been assigned to another primary care physician.

Ordering, Prescribing or Referring Providers (OPR)

If you are an OPR provider, those 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 if you are not enrolled in Medicaid. Your NPI must also be 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 for a Medicaid beneficiary with a prescriber, pharmacy provider, or vaccinating pharmacist who is not enrolled as a Medicaid provider.

Critical Deadlines – Claims Adjudication

Claims processing guidelines depend on when a provider enrolls. If enrollment is not complete, claims and payments will be impacted. The following scenarios outline those impacts.

Scenario: For providers with multiple provider types, claims for dates of service on or after **January 1, 2023**, will be adjudicated for providers who completed enrollment of at least one provider type. Effective **January 1, 2024**, claims will deny for providers that have not completed enrollment for each provider type associated with their NPI. Providers must

have all provider types enrolled by **December 31, 2023** to avoid claim denials. Providers should verify enrollment status by utilizing the provider lookup tool <https://www.lamedicaid.com/portalenrollmentstatus/search>.

For full details, please see [IB 22-38 revised 11.14.2023](#).

For additional information, including frequently asked questions and recordings of provider presentations, visit www.ldh.la.gov/medicaidproviderenrollment.

Electronic Visit Verification for Home Health Services

Effective January 1, 2024, agencies should use the EVV system designed by the Louisiana Department of Health (LDH), the Louisiana Service Reporting System (LaSRS), to electronically report begin and end times (i.e., clock-in and clock-out) for home health services.

Effective February 1, 2024, claims submitted by providers that are not utilizing the EVV system will be denied.

An FAQ has been created to assist providers with their implementation of EVV. It can be found [here](#).

Please review [Informational Bulletin 23-14 revised 12.18.23](#) for more details.

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.

Building Patient Trust – Provider Change Form

AmeriHealth Caritas Louisiana understands how important trust and a positive relationship between a patient and their healthcare professional can be for reducing barriers to optimal health. Our goal is to support providers in delivering quality care and responding to the needs of diverse patient populations across Louisiana. Studies have shown that African American, Hispanic, and Asian patients receiving care from a physician who shares their cultural background are more likely to adhere to medication, are more open about specific health concerns, and complete required testing more frequently.^[1] To that end, we offer guidance, tools, and resources to support you and your staff in delivering equitable care during patient visits. One of the ways we support patient experience is by making information on providers' spoken languages and gender available to members on our website. Members who want additional information on race or ethnicity can contact us directly to identify a provider who shares a similar cultural background.

Provider Change Form

If you would like to update race, ethnicity and/or language information for yourself or your staff, please use the Provider Change Form [located on our website](#) or contact your Account Executive for help with this process.

^[1] Boyle, P. (2023, June 6). Do black patients fare better with black doctors? AAMC. <https://www.aamc.org/news/do-black-patients-fare-better-black-doctors>

Mobile Wellness and Opportunity Center



AmeriHealth Caritas Louisiana would like to make you aware of our **Mobile Wellness and Opportunity Center**. It is a community hub offering programs that address education, safety, transportation, nutrition, and preventive health services. Join us for classes, wellness events, and health screenings — all at no cost.

What to expect from our Mobile Wellness and Opportunity Center?

From computer kiosks to private locations for health screenings, our state-of-the-art mobile unit brings access to comprehensive care where it's needed most — right to the communities we serve.

Services offered include:

- Health education and screenings
- Healthy food demonstrations and classes
- Fitness classes
- Job readiness events
- Baby showers
- Training events

What do you need to do?

If you are interested in working with us to reach and engage your patients, please call our Mobile Wellness and Opportunity Center at 1-318-553-0976.

For more information, please visit our website at:

<https://www.amerihealthcaritasla.com/member/eng/resources/mobile-wellness-center.aspx>.

Reminder: National Diabetes Heart Connection Day and Patient Support

November 9th is designated as National Diabetes Heart Connection Day, coinciding with American Diabetes Month. At least 1 in 3 people will develop diabetes in their lifetime.⁽¹⁾ People living with type 2 diabetes are more than twice as likely to develop cardiovascular disease and live 7-8 years less.⁽¹⁾ Of people with diabetes, less than half are aware of their increased risk of cardiovascular disease.⁽¹⁾ This lack of awareness prevents people with diabetes, their families, and their healthcare providers from addressing risk and improving health.⁽¹⁾ We urge the use of the multitude of educational resources provided on diabetes and heart disease from the Centers for Disease Control and Prevention as well as from the “American Heart Association”.

ACLA encourages you to help educate patients at risk, fellow providers and caregivers, policymakers, and all other stakeholders, on the significant impact of type 2 diabetes and cardiovascular disease. Type 2 diabetes and cardiovascular disease are two of the most prevalent and costly chronic conditions. ACLA recommends that healthcare providers practice the co-treatment of diabetes and cardiovascular disease to reduce the overall burden of illness.

ACLA also encourages you to do the following:

-Both monitor and report blood pressure results frequently

If a member needs help with scheduling and keeping appointments, please participate in our “[Let Us Know](#)” initiative.²

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-Our provider incentive program helps you maximize revenue while providing quality, cost-effective care to our members. Visit the [ACLA Provider Homepage](#) for more information.³

Code	Type	Description	Payment	Age limit	Frequency
3074F	CPT II	Most recent systolic blood pressure less than 130 mm Hg	\$5.00	18 and over	One pair per 90 days
3075F	CPT II	Most recent systolic blood pressure 130 – 139 mm Hg	\$5.00	18 and over	One pair per 90 days
3077F	CPT II	Most recent systolic blood pressure greater than or equal to 140 mm Hg	\$5.00	18 and over	One pair per 90 days
3078F	CPT II	Most recent diastolic blood pressure less than 80 mm Hg	\$5.00	18 and over	One pair per 90 days
3079F	CPT II	Most recent diastolic blood pressure 80 – 89 mm Hg	\$5.00	18 and over	One pair per 90 days
3080F	CPT II	Most recent diastolic blood pressure greater than or equal to 90 mm Hg	\$5.00	18 and over	One pair per 90 days

We encourage our healthcare providers to utilize resources such as the [National Diabetes Heart Connection Day November 9 Advocacy Toolkit](#).⁴

In addition, Diabetes Heart Connection has educational videos and graphic resources available.⁵

RESOURCES:

¹Diabetes Heart Connection. *Making the Diabetes Heart Connection*. www.diabetesheartconnection.org. [Accessed 15 October 2023]

²Let Us Know. <https://www.amerihealthcaritasla.com/provider/resources/forms/index.aspx>. [Accessed 15 October 2023]

³ACLA Provider Homepage.

<https://www.amerihealthcaritasla.com/pdf/provider/newsletters/041223-provider-alert-cpt-cat-ii-code-incentive-program.pdf>

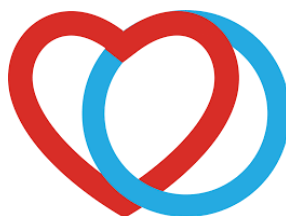
[Accessed 15 October 2023]

⁴Diabetes Heart Connection Day November 9 Advocacy Toolkit

<https://www.dropbox.com/s/7zihe518zpie8o9/FINAL%202018%20NDHCD%20Toolkit.pdf?dl=0>

[Accessed 15 October 2023]

⁵Diabetes Heart Connection. The Facts. <https://diabetesheartconnection.org/the-facts-1> [Accessed 15 October 2023]



Holiday Schedule

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

- **Friday, December 22, 2023 (1/2 day)**, in observance of Christmas Eve
- **Monday, December 25, 2023**, in observance of Christmas Day
- **Friday, December 29 (1/2 day)**, in observance of New Year’s Eve
- **Monday, January 1, 2024**, 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
- 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 Thursday, December 28, 2023. The final check issuance for 2023 will be on Tuesday, December 26, 2023.

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](#).



2023 Provider Satisfaction Survey (PSS) Reminder



YOUR OPINION COUNTS AND IS CRUCIAL TO US!

If your practice was one of the randomly selected providers to receive the annual provider satisfaction survey for AmeriHealth Caritas Louisiana (mailed from Press Ganey), please take the time to fill out and return the survey. Or, if you receive a phone call to complete the survey, please take the time to respond to the surveyor.

We count on your feedback to let us know how we are doing and where we need to improve!

THANK YOU IN ADVANCE FOR TAKING THE TIME TO PARTICIPATE.

HIV (Human Immunodeficiency Virus) Screening

The CDC recommends all patients between the ages of 13 and 64 get an HIV Screening *at least once* as part of routine health care. Diagnosing HIV early and getting members linked to treatment are vital to reducing new HIV infections. Patients at an increased risk for HIV should be screened at least annually and include:

- Persons who inject drugs
- Persons who exchange sex for money or drugs
- Sex partners of people with HIV
- Sexually active gay, bisexual and other men who have sex with men
- Persons receiving treatment for Tuberculosis, Hepatitis or STIs
- Heterosexuals who themselves or their sex partners have had more than 1 sex partner since their last HIV Screening

Use an **“opt-out”** approach to HIV testing by offering HIV Screening to all your patients ages 13 and up. This approach is cost effective, helps to eliminate the stigma around HIV, fosters earlier diagnosis and treatment, and helps to reduce risk of transmission.

Persons who test positive for HIV should be linked to care and treatment. Starting Antiretroviral Therapy (ART) as soon as possible after diagnosis can reduce the risk of serious non-AIDS related events, like cardiovascular/renal/hepatic disease and cancer, and can lower the risk of mortality.

Assess your HIV negative members’ needs, risk and offer them prevention tools, such as Pre-exposure prophylaxis (PrEp),

condoms, and risk-reduction counseling. These members should remain in prevention services and be re-tested for HIV if they remain at risk for infection.



Resources:

<https://www.cdc.gov/hiv/clinicians/screening/how.html>

<https://www.cdc.gov/hiv/clinicians/screening/patient-benefits.html>

2023: Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results

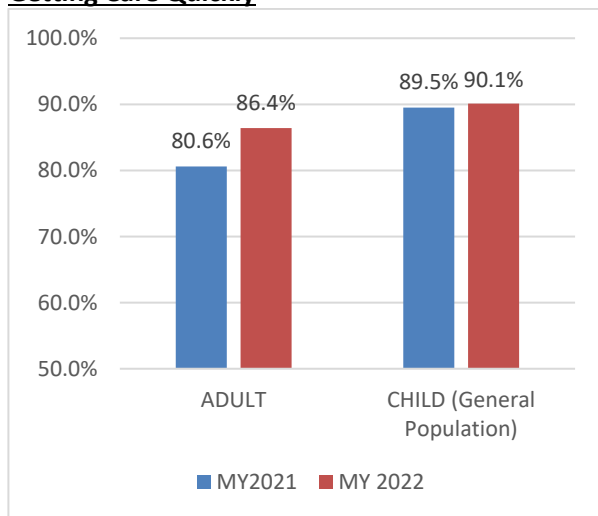
The CAHPS survey measures a range of interactions that members have with the health care system, including their care from health plans and health care providers. As part of our health plan accreditation through the National Committee for Quality Assurance (NCQA), AmeriHealth Caritas Louisiana is required to field the CAHPS survey on an annual basis. The CAHPS survey results are used to identify areas in which our plan can continue to improve member experience. The child survey is sent annually to parents or guardians of our pediatric plan members. A separate survey is sent annually to our adult members.

As a network provider, you play a vital role in our members' perception of health care services. Your interaction with our members directly impacts member satisfaction and can improve the members' experience with the care they receive.

Listed below:

- A summary of scores that reflect the member's experience regarding care received by their provider (comparison of Measurement Year (MY) 2021 to Measurement Year (MY) 2022 scores). Scores provided below reflect the NCQA scored ratings
- Best practices to continue to improve member experience

Getting Care Quickly

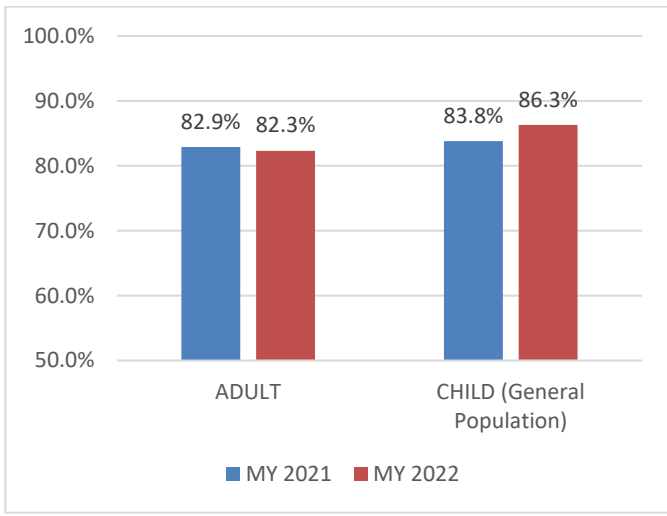


How Can You and Your Office Staff Help?

- Keep a portion of your appointments available each day for urgent same day appointments.
- Encourage patients to make routine appointments for checkups or follow-up visits in advance.
- Be proactive and call patients months in advance to schedule tests, screenings or physicals.
- Promote telehealth services, if available. Educate your patients on how and when to use telehealth.

Getting Needed Care

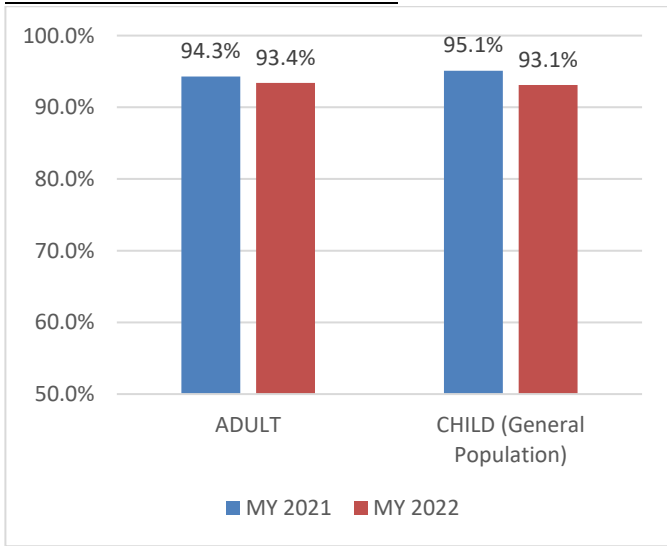
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How Can You and Your Office Staff Help?

- Be proactive in checking with ACLA to make sure the treatment and/or test that is prescribed for your patient is covered before they leave the office.
- Make sure ACLA does not require any specific documentation, such as prior authorization, in order for the treatment or test to be covered.

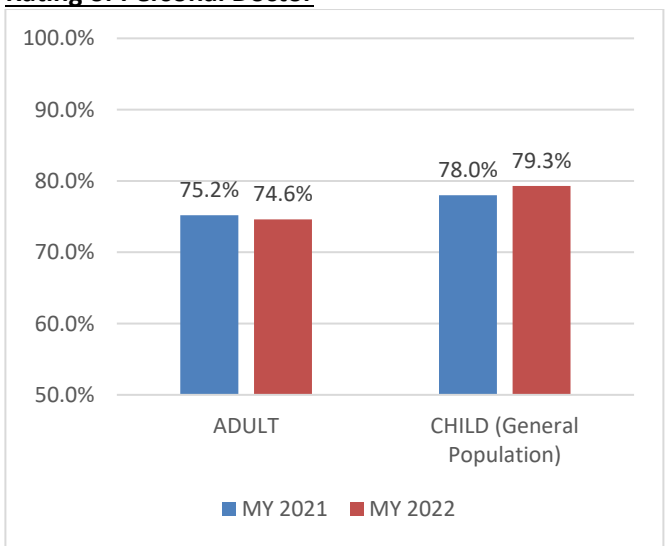
How Well Doctors Communicate



How Can You and Your Office Staff Help?

- Maintain eye contact while patient is speaking and sit down during visit to show you are actively listening.
- Use open-ended questions to allow the patient time to speak.
- Explain the rationale for tests, treatments, and referrals.
- Use simple, easy-to-understand terminology and avoid abbreviations and medical jargon; practice “teach-back” method with your patients.
- Remember each patient is unique in the way they want to communicate with you.

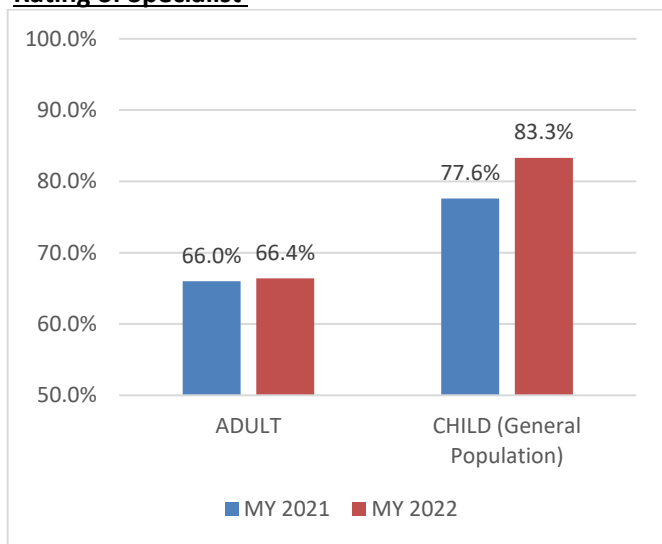
Rating of Personal Doctor



How Can You and Your Office Staff Help?

- Demonstrate interest, caring and empathy toward your patients.
- Take time to listen to their questions and provide easily understood answers.
- Ensure that the patient understands the instructions given prior to them leaving the appointment.
- Review your “Pulse Post Appointment Survey” data to assess member satisfaction with their provider following their visit.

Rating of Specialist



How Can You and Your Office Staff Help?

- Ensure that there is coordination of care between primary care provider and specialist.
- Assist patients with appointment scheduling with specialists and other ancillary providers.
- Review consultation reports with patients, parents, or guardians when they return for a follow-up visit.

We thank you for your care of our members in 2022 (and always) and hope these results will demonstrate the positive areas that we have worked well in together, and the areas that we will need to work on together to improve the care we deliver to our members over the next year.

Sign-up for Network News

Get your health plan news via e-mail. Sign up for our free Network News service to receive important health plan communications from AmeriHealth Caritas Louisiana.

To sign-up, visit the Provider portal on our website at www.amerhealthcaritasla.com and click on News and Updates. Once you have registered, you will receive a confirmation email. If you feel you registered previously, but did not receive a confirmation email, please try registering again and be sure to check your spam or junk mailbox for your confirmation email.

Cultural Competency Training

AmeriHealth Caritas Louisiana is pleased to offer web-based cultural competency training to network providers.

We will discuss:

- Culturally and Linguistically Appropriate Services and
- Health Equity

The webinars will take place on:

Date: Wednesday, February 28, 2024

Time: 1:00 p.m.

Registration link: https://amerihealthcaritas.zoom.us/meeting/register/tJYrce6przkvHdVYBfzPRId_WT4FhdBOdNTC

Date: Wednesday, May 22, 2024

Time: 1:00 p.m.

Registration link: <https://amerihealthcaritas.zoom.us/meeting/register/tJwtf-6hqTsrGdU2sqq034oja7A8rTBH-gGm>

Date: Wednesday, August 21, 2024

Time: 1:00 p.m.

Registration link: <https://amerihealthcaritas.zoom.us/meeting/register/tJUvdeGsrikvEtBqgl8XXRRCu36KfDdz6MOE>

Date: Wednesday, November 20, 2024

Time: 1:00 p.m.

Registration link: https://amerihealthcaritas.zoom.us/meeting/register/tJEpduqtpzwtHtCH74z2yoYb_LGnap4-z0_X

Registration is required. Please register in advance for your desired training date. The trainings cover the same content.

Questions?

Online Resources

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