

Provider Post

News and updates you need to know

Spring 2019

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Provider Satisfaction Survey Results

The Louisiana Department of Health released its 2018 Medicaid Managed Care Provider Satisfaction Survey report.

AmeriHealth Caritas Louisiana would like to sincerely thank all the practices that participated in the 2018 Provider Satisfaction survey. We value your insight and appreciate the time taken to participate in the survey. AmeriHealth Caritas Louisiana takes provider input and recommendations seriously and we are here to support you in the care of our members.



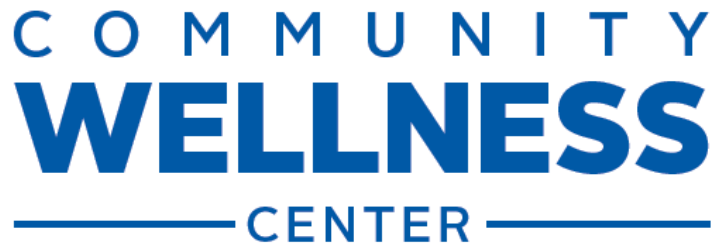
The survey results identified areas where AmeriHealth Caritas Louisiana ranked highest, such as:

- Providers' Overall Satisfaction with AmeriHealth Caritas Louisiana;
- Providers who would recommend AmeriHealth Caritas Louisiana to other providers;
- Experience with Provider Relations representatives; and
- Representatives' ability to answer questions and solve problems.

The survey results show opportunities for improvement as well, including increased accessibility of provider trainings across all Healthy Louisiana plans. Many providers indicated lack of time as a barrier to attending educational trainings. This feedback aligns with our goal to roll out more opportunities in 2019 for providers to complete the trainings on their schedule.

Other areas of opportunity noted across all Healthy Louisiana Managed Care Organizations (MCOs) include: availability of network specialists, support for member no-shows, and navigating the prior authorization process. Addressing identified areas of needed improvement will be the focus of strategic workgroups within AmeriHealth Caritas Louisiana.

We look forward to working with you to address any issues identified in the survey and we continue to welcome your ideas and comments.



AmeriHealth Caritas Louisiana has Community Wellness Centers located in New Orleans and Shreveport, offering wellness events, health screenings, and other resources for our members and the community. Stop in and see us!

At our wellness centers, members can learn how AmeriHealth Caritas Louisiana can help them with:

- Health screenings.
- Safety awareness.
- Activities for the kids.
- Health education.
- Benefits questions.
- And more!

All are welcome.

For more information and to view the calendar of events for each location, visit the [Community Wellness Center](#) section of our website.

AmeriHealth Caritas Louisiana Community Wellness Centers

New Orleans Location

Gentilly Shopping Center
3155 Gentilly Boulevard
New Orleans, LA 70122
504-218-2972

Shreveport Location

3709 Jewella Avenue
Shreveport, LA 71109
1-888-756-0004

Use Jiva™ to Submit Prior Authorization Requests Electronically

What is Jiva?

Jiva is the AmeriHealth Caritas Louisiana medical management system, available through NaviNet (a free, web-based provider portal application), that providers can use to electronically submit prior authorization requests for common medical and behavioral health services.

What does Jiva do?

Jiva allows you to submit electronic requests for prior authorization of services, or to check on the status of a previously submitted request.

Via single-sign-on to NaviNet, you can access Jiva to:

- Request prior authorization for select services including inpatient, outpatient, home care, durable medical equipment (DME) services, personal care, hospice, behavioral health and residential services.
- Verify elective admission authorization status.
- Receive admission notifications and view authorization history.
- Submit extension-of-service requests.

What are the benefits of using Jiva?

Jiva improves your workflow by allowing you to:

- Submit a request online at your convenience; no waiting on the phone for a representative.

- Receive a certification number instantly upon submission of your request; no waiting for a return fax or phone call.

How can I learn more?

- To get started, refer to the [Quick-Start Guide: ZeOmega® Jiva™](#) or for an in depth review, access the step-by-step guidance in the [Jiva Provider Portal Reference Guide](#).
 - Contact your Provider account executive to request training.
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Integrated Healthcare Screening Tools

AmeriHealth Caritas Louisiana understands that coordination of care for members is imperative. Through collaboration and communication, we can identify not only biological needs of the patient, but the psychological and social needs as well. Therefore, in an effort to advance healthcare integration, we are asking our Physical Health and Behavioral Health providers to use screening tools to help identify issues and make appropriate referrals for services.

Physical Health Providers may complete any of the following screenings for Behavioral Health concerns:

- [Patient Health Questionnaire-9A \(PHQ-9A\) \(Ages 12-17\)](#)
- [Patient Health Questionnaire-9 \(PHQ-9\) \(Ages 18+\)](#)
- [Patient Stress Questionnaire \(Ages 18+\)](#)

Physical Health Providers will be reimbursed \$15 for each screen completed on a member. The screening may be conducted/performed up to 4 times per calendar year. In order to be eligible to receive reimbursement Physical Health Providers must use code 96160 with a “U1” modifier.

Behavioral Health providers may complete the following screening on any member for Physical Health concerns:

- [Health and Wellness Questionnaire](#).

Behavioral Health Providers will be reimbursed \$15 for each screen completed on a member. The screening may be conducted/performed up to 2 times per calendar year. A Licensed Mental Health Practitioner (LMHP) should be completing this form as part the full bio-psycho-social assessment. Behavioral Health Providers should use code 96160 with a “U4” modifier.

NOTE: CPT Code 96160 is not on the Medicaid Fee Schedule as this is a value added benefit offered by AmeriHealth Caritas Louisiana.

Online Trainings and Guides Available

Did you know that AmeriHealth Caritas Louisiana provides training materials online that you can access at your convenience?

From the [Training](#) section of our website you can find out about upcoming trainings and access training registration links, eLearning modules, training guides, and training presentations.

Below is a list of trainings currently available online:

- Attention Deficit Hyperactivity Disorder: Behavioral Health Training
- HEDIS® Plus Provider Training
- Anxiety Disorders: Behavioral Health Training
- A Physician’s Practical Guide to Culturally Competent Care

- Depression: Behavioral Health Training
- Primary Care Providers Working in Mental Health Settings: Improving Health Status in Persons with Mental Illness

We also provide you with guides to help you navigate through our secure provider portal, NaviNet. You can access those guides from the [Self-Service Tools](#) section of our website.

Utilization Management (UM) Is Here to Help

Did you know that UM can assist with any of the following?

- Verifying prior authorization requirements
- Obtaining a prior authorization. The list of [services that require authorization](#) is available on our website.
- Assisting with submitting a request such as technical issues or finding appropriate covered service codes
- Educating and assisting with locating other service options as treatment if medical necessity is not met for the requested service
- Answering questions about what criteria is utilized to make decisions for medical necessity
- Assisting with requesting a copy of the specified criteria
- Providing assistance with locating a par provider to refer your member to for services
- Assisting with pending placement questions or issues
- Assisting with discharge planning needs
- Initiation of a single case agreement if appropriate
- Providing 7-day retrospective review on initial home health cases to allow time to obtain physician signatures.

AmeriHealth Caritas Louisiana provides and maintains a toll-free number for Health Care Providers, Practitioners and Members to contact the Plan's UM staff.

- The toll free number is 1-888-913-0350. TTY functionality is available.
 - The Plan's UM Department is available to answer calls from Health Care Providers, Practitioners and Members during normal business hours, Monday-Friday 8:00AM-5:00PM.
 - After business hours and on weekends and holidays, Health Care Providers, Practitioners and Members are instructed to contact the On Call Clinician through the Plan's Member Services number 1-888-756-0004 for physical health services and 1-855-285-7466 for behavioral health services.
 - Behavioral Health providers can reach the UM providers 24 hours a day 7 days a week for 365 days a year by calling 1-855-285-7466.
 - Translation services are available as needed.
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Member Rights and Responsibilities

AmeriHealth Caritas Louisiana members have rights that must be honored by all AmeriHealth Caritas Louisiana associates and affiliated providers. AmeriHealth Caritas Louisiana members also have responsibilities.

Member rights and responsibilities are outlined in the Member Rights and Responsibilities section on Page 39 of the [AmeriHealth Caritas Louisiana Member Handbook](#).

Reminder: AmeriHealth Caritas Louisiana offers Language Interpretation Services at no cost to our members.

Members should be advised that interpretation services from AmeriHealth Caritas Louisiana are available at no cost. When a member uses AmeriHealth Caritas Louisiana interpretation services, the provider must sign, date and document the services provided in the medical record in a timely manner.

How to use our Interpretation Services?

- Inform the member of his or her right to free interpretation services.
- Make sure a phone is in the room or use a cell phone.
- Call Member Services at **1-888-756-0004**, 24 hours a day, 7 days a week, with the Member ID number, and Member Services will connect you to the necessary interpreter.
- Conduct exam with interpreter over the phone.

Interpretation Tips:

- Speak directly to the patient, not the interpreter.
- Do not rush. Pause every sentence or two for interpretation.
- Use plain language. Avoid slang and sayings. Jokes do not always translate well.
- Check for understanding occasionally by asking the patient to repeat back what you said. This is better than asking, "Do you understand?"

In addition, translation services must be provided to assure adherence to providing services in a culturally competent manner as described later in this provider post."

Download the updated, comprehensive [Provider Cultural Competency Guide](#) to learn more about AmeriHealth Caritas Louisiana's language interpretation services and cultural competency program.

Behavioral Health Providers can fulfill their annual cultural competency training requirement by completing the free program on the [Think Cultural Health website](#). The continuing education course offers 9 hours of CME credit and applies to any direct service provider interested in learning about culturally and linguistically appropriate services.

Online Resources

Here's a look at what's new or recently updated on our website at www.amerihealthcaritasla.com:

- [Provider Handbook](#)
- [Claims Filing Instructions](#)
- [Provider Reference Guide](#)
- [Account Executive List](#)
- [Provider Trainings](#)
- [Enroll in Electronic Funds Transfer \(EFT\)](#)
- [Register for Network News, our free email service](#)

Questions

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.