

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** May 29, 2024

**Subject:** Medical Record Requests

**Summary:** Provider agreements require cooperation with requests for information, including requests to provide medical records.

Pursuant to State and Federal requirements, AmeriHealth Caritas Louisiana may be obligated to request and should receive medical records, documentation, or other supporting information from its providers. In the event that such requests are made by AmeriHealth Caritas Louisiana, providers should cooperate with such requests in a timely and complete manner.

To decrease interruption of the day-to-day functions of your office, we offer numerous options for medical record collection:

- On-site visits
- Fax
- Secure email
- Electronic data collection (EHR)
- AmeriHealth Caritas Louisiana secured media
- Mail

**Reminder:** Providers who fail to comply with any such request by AmeriHealth Caritas Louisiana may be subject to any corrective action or other penalty as provided by the Provider Agreement and/or applicable regulation, which may include, but is not limited to, recoupment, offset, and payment suspension.

**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](#).

**Missed an alert?** You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

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