

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: October 28, 2024

Subject: Adverse Incident Reporting Requirements

Summary: Specialized behavioral health providers must submit Adverse incident Reports to AmeriHealth Caritas Louisiana within one business day of the discovery of the following incidents: Abuse, Exploitation, Neglect, Death, Extortion.

AmeriHealth Caritas Louisiana would like to remind specialized behavioral health providers of the requirement to report Adverse Incidents. Providers must report allegations of abuse, neglect, exploitation, or extortion directly and immediately to the appropriate protective services agency or licensing agency. AmeriHealth Caritas Louisiana must be notified within one business day of the discovery of the incident. Adverse Incident Reports should be faxed to AmeriHealth Caritas Louisiana at 1-844-341-7641.

The following are types of adverse incidents that must be reported to AmeriHealth Caritas Louisiana:

- Abuse
- Exploitation
- Neglect
- Death (regardless of cause or location)
- Extortion

Providers may view the AmeriHealth Caritas Louisiana policy on Adverse Incident Reporting and access the form here: <https://www.amerhealthcaritasla.com/pdf/provider/provider-adverse-incident-reporting.pdf>

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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Need to update your provider information? Send full details to network@amerihealthcaritasla.com.