

# PROVIDER POST

News and updates you need to know

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## Upcoming removal of prior authorization requirements for 861 codes

AmeriHealth Caritas Louisiana is pleased to announce that we have submitted to the Louisiana Department of Health (LDH) a list of 861 CPT codes that will no longer require prior authorization. The changes can be found on the [LDH website](#). The posting period for these changes to prior authorization requirements was completed March 20, 2025.

Changes to prior authorization requirements and medical necessity review for these services are part of AmeriHealth Caritas Louisiana's continued dedication to supporting providers in our shared commitment to high quality health care for our participants.

The reduction of prior authorization requirements for these 861 codes will help streamline care delivery, facilitate provider care, and reduce the administrative burden on our network providers and their staff.

Thank you for your continued support and commitment to the care of our members.

# Emergency room utilization reduction pilot program



The Louisiana Department of Health (LDH) announces an emergency room (ER) utilization reduction pilot program for 12 parishes comprising Region 4 (Lafayette area) and Region 5 (Lake Charles area). The program works by extending a primary care physician's (PCP) practice into patients' homes, offering treatment at home and providing the ability to address nonmedical drivers of health. To accomplish this, LDH has partnered with AmeriHealth Caritas Louisiana and Acadian Health.

The program, which was implemented February 10, 2025, provides mobile urgent treatment to patients age 13 and older for a wide array of non-life-threatening medical conditions with the intent of avoiding an unnecessary ER visit. The hours of operation are Monday through Sunday, 8 a.m. to 10 p.m.

Acadian Health will be delivering a two-path program, including Acute Care at Home and Clinic at Home components.

**1. Acute Care at Home** is an on-demand service for patients who require same-day care within one hour. It serves as alternative care for nontraumatic hospitalizations for sick but stable patients who would otherwise seek care at the ER.

## How it works:

- A patient who is reporting an acute exacerbation of chronic disease is referred to Acadian Health by their provider, and an initial visit is scheduled.
- Once arriving on scene and conducting a comprehensive patient assessment, Acadian Health communicates with the PCP to report findings and request direction for care.
- Treatment is ordered, administered, and results and records are made available to the patient's PCP through Acadian Health's electronic health record.

**2. Clinic at Home** is a proactive visit that is scheduled in advance, usually 24 hours ahead of time. This allows providers to extend their specialty practice into patients' homes, offering after-hours and weekend support and the ability to address nonmedical drivers of health.

## How it works:

- AmeriHealth Caritas Louisiana identifies patients who qualify for the program, obtains patient consent, and notifies the patient's PCP. Patients are enrolled via Acadian Health's online portal.
- The initial visit is completed, including all assessments and screenings, to identify needs, and a second visit is scheduled.
- Acadian Health connects with patient's case manager to coordinate plan and community resources to address patient needs and goals of care.
- Treatment is ordered, administered, and results and records are made available to the patient's PCP through Acadian Health's electronic health record.

Acadian Health's services include assessment, treatment, and administration of medication. In addition to helping extend a provider's practice into a patient's home, the collaborating physician will be reimbursed for the applicable evaluation and management telehealth visit.

For more information such as a full listing of services provided, parishes served, and reimbursable procedure codes, visit <https://ldh.la.gov/healthathome>.

For more information:

**1-337-291-3333** or **1-800-259-3333**

For providers to schedule an Acute Care at Home visit for their patients: **1-337-704-5829** or **1-844-987-1395**

# Private Third-Party Liability and Medicare Advantage plan update request change (revised February 20, 2025)

Medicaid has streamlined the process for providing member Third-Party Liability (TPL) record updates. The following changes aim to increase access to care for Medicaid beneficiaries while providing a more administratively efficient and consistent process for providers.

## General private TPL and Medicare Advantage plan update requests

Providers may submit all private TPL and Medicare Advantage plan updates to HMS, the Louisiana Department of Health (LDH) TPL vendor.

All general private TPL and Medicare Advantage plan update requests can be submitted to HMS via the TPL portal, fax, email, or phone.

Fax: **1-877-204-1325**

Email: [latpr@gainwelltechnologies.com](mailto:latpr@gainwelltechnologies.com)

Phone: **1-877-204-1324**

State personnel, providers, and partners can access the TPL portal at <https://tplportal.hms.com/?ClientCd=LA>.

For any questions on logging into the TPL Portal, or requesting credentials, refer to the User Manual at [https://www.lamedicaid.com/Provweb1/Forms/UserGuides/TPL\\_Portal\\_User\\_Manual\\_External.pdf](https://www.lamedicaid.com/Provweb1/Forms/UserGuides/TPL_Portal_User_Manual_External.pdf)

Private TPL and Medicare Advantage plan update request change forms can be found here:

[https://www.lamedicaid.com/ProvWeb1/ProviderTraining/Packets/2008ProviderTrainingMaterials/Recipient\\_Insurance\\_Update.pdf](https://www.lamedicaid.com/ProvWeb1/ProviderTraining/Packets/2008ProviderTrainingMaterials/Recipient_Insurance_Update.pdf)

Questions concerning HMS updates should be addressed to HMS at **1-877-204-1324**. HMS hours of operation: Monday through Friday, 8 a.m. to 5 p.m. Louisiana state holidays are excluded.

## Urgent private TPL and urgent Medicare Advantage plan update requests

Providers should submit all urgent TPL requests for members who are enrolled with AmeriHealth Caritas Louisiana and members who are enrolled with fee-for-service (legacy) Medicaid for pharmacy and medical benefits to HMS, using the contact information above. LDH defines urgent TPL requests as the inability of a member to either have a prescription filled or access immediate care because of incorrect third-party insurance coverage. All other requests are considered “general” TPL update requests.



## Escalations

For escalated requests, submit the TPL information to the LDH TPL unit. An escalation request is one of the following:

- After five business days, when a provider has sent a request to add, term, or change policy to HMS and the policy has not changed in the BTPL portal
- Pharmacy, awaiting add/term/or change request
- Emergency updates due to awaiting immediate medical care to add, term, or change a policy
- Traditional Medicare updates

All TPL escalation requests can be submitted to LDH via email, fax or phone.

Email: [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov)

Fax: **(225) 389-2709**

Phone: **(225) 342-4510**

Traditional Medicare update request forms can be found here: <http://www.lamedicaid.com/ProvWeb1/ProviderTraining/TraditionalMedicare.pdf>.



## Donor human milk banks provider enrollment exemption

Louisiana Medicaid is allowing a partial exemption for donor human milk banks enrolling in the Medicaid program. A bank must be accredited by, and in good standing with, the Human Milk Banking Association of North America (HMBANA) to supply donor human milk to Louisiana Medicaid beneficiaries. The bank will be exempted from all other durable medical equipment (DME) accreditation requirements.

Based on access to care issues for outpatient human donor milk resulting from only one in-state milk bank with HMBANA accreditation and limited milk supplies, Louisiana Medicaid determined this exemption would assist beneficiaries with accessing these services.

Banks will be enrolled as provider type 40 (DME) and assigned a specialty of 8W (donor milk only).

In addition, out-of-state milk banks enrolled in this specialty will not be limited to claim type 15 (crossovers only). Claim type 09 (DME) will be included on the provider file to allow billing for all Medicaid beneficiaries. Only procedure code T2101 will be billable by these providers. The DME provider manual and provider enrollment packets will reflect these changes.

The AmeriHealth Caritas Louisiana claims processing system was updated to reflect this change on March 23, 2025.



## AmeriHealth Caritas Louisiana offers no-cost language interpretation services for our members

Please advise your patients who are members 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 no-cost 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, seven days a week, with the member's ID number, and Member Services will connect you to the necessary interpreter.
- Conduct your exam with the interpreter speaking 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. Please review additional details about **Cultural Competency and Language Services** on our website.



## Ensuring timely prenatal and postpartum care

AmeriHealth Caritas Louisiana encourages OB/GYNs and other providers to take steps to ensure your patients, our members, are receiving timely prenatal and postpartum care.

This recommendation is based on the NCQA HEDIS® guidelines for the Prenatal and Postpartum Care (PPC) measure, which emphasize the importance of comprehensive and timely care for pregnant and postpartum women.

By working together, we can support and encourage healthy pregnancies, reduce maternal mortality, and improve neonatal outcomes.

HEDIS tip sheets are available to offer guidance on providing and coding for quality prenatal and postpartum care. Visit our website, where tip sheets can be found under “Handbooks and Guides”

<https://www.amerihhealthcaritasla.com/provider/resources/index.aspx>.



## HIV screening

The Centers for Disease Control and Prevention (CDC) recommends that all patients between the ages of 13 and 64 get an HIV screening at least once in a lifetime 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. This includes:

- 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 STI's
- Heterosexuals who themselves or their sex partners have had more than one 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 the 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 member’s needs and risks, and offer prevention tools, such as pre-exposure prophylaxis (PrEP), condoms, and risk-reduction counseling. These members should remain in prevention services and be retested for HIV if they remain at risk for infection.

#### Resources:

HIV Nexus: CDC Resources for Clinicians, Centers for Disease Control and Prevention, <https://www.cdc.gov/hivnexus/hcp/index.html>, accessed March 17, 2025.





## Parents are opting out of routine vaccinations for their children

In 2024, the Centers for Disease Control and Prevention (CDC) reported the highest-ever childhood vaccine exemption rate in the United States for the 2023 – 2024 school year, indicating that more children than ever are opting out of routine vaccines. Information from the CDC regarding exemptions can be found [here](#).

It is more crucial than ever to provide parents with evidence of how important and safe vaccinations are for their children. Please see below for some additional tips you may find useful in your practice.

AmeriHealth Caritas Louisiana members receive vaccinations at no cost to them.

Vaccinations can be provided during an EPSDT/well visit, and often during a sick visit.

AmeriHealth Caritas Louisiana members receive educational information on the importance/safety of vaccinations through many sources such as educational flyers, social media postings, member newsletter articles, and direct outreach calls.

Providers can identify members that are behind on vaccinations by utilizing the Care Gap reports found in NaviNet.

The CDC provides information on “**Talking with Parents about Vaccines**”.

Additionally, the CDC offers “**Vaccine Communication Resources for Health Care Providers**”, which may be accessed [here](#).

#### References:

“Talking with Parents about Vaccines,” Centers for Disease Control and Prevention, August 9, 2024,

<https://www.cdc.gov/vaccines-children/>, accessed March 17, 2025.

“Vaccine Communication Resources for Health Care Providers,” Centers for Disease Control and Prevention, August 14, 2024, <https://www.cdc.gov/vaccines/hcp/resources/index.html>, accessed March 17, 2025.



## Obtaining Utilization Management (UM) criteria

AmeriHealth Caritas Louisiana provides its Utilization Management (UM) criteria to network providers upon request. To obtain a copy of AmeriHealth Caritas Louisiana UM criteria:

- Call the UM Department at **1-888-913-0350**.
- Identify the specific criteria you are requesting.
- Provide a fax number or mailing address.

You will receive a faxed copy of the requested criteria within 24 hours or written copy by mail within five business days of the request. Providers may also request prior authorization requirements used to make a medical necessity determination by sending an email to: **HB424Request@amerihealthcaritas.com**.

Prior authorization requirements are furnished to the requesting provider within 24 hours of request. Please remember that AmeriHealth Caritas Louisiana has Medical Directors and Physician Advisors who are available to address UM issues or answer your questions regarding decisions relating to prior authorization, DME, home health care, and concurrent review.

To contact these resources call the Peer-to-Peer hotline at **1-866-935-0251**.

# Provider Network Management Account Executives map

**Gwen Matthews**

Director, Provider Network Management  
[gmatthews@amerihealthcaritasla.com](mailto:gmatthews@amerihealthcaritasla.com)  
 1-225-300-9090

**Lynette Hinton**

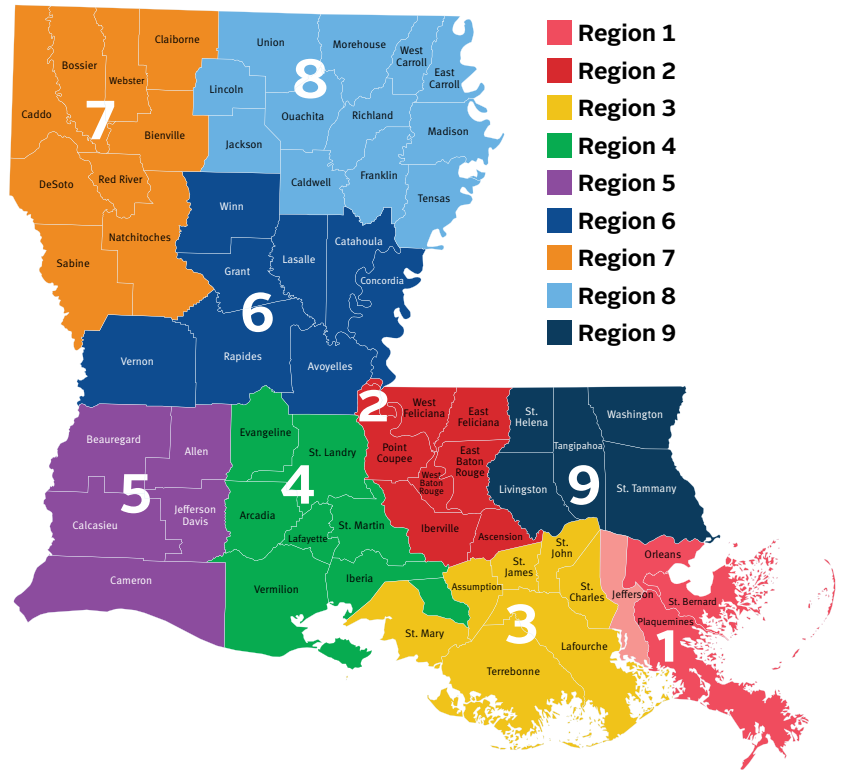
Manager, Provider Network Management  
[mhinton@amerihealthcaritasla.com](mailto:mhinton@amerihealthcaritasla.com)  
 1-318-541-2006  
*Regions 4 – 8 (BH) 5, 6, 7, 8 (PH)*

**Glynda Hurm**

Manager, Provider Network Management  
[ghurm1@amerihealthcaritasla.com](mailto:ghurm1@amerihealthcaritasla.com)  
 1-225-300-9257  
*Reporting and SCA statewide*

**Ahmed Olayanju**

Manager, Provider Network Management  
[aolayanju@amerihealthcaritasla.com](mailto:aolayanju@amerihealthcaritasla.com)  
 1-225-975-7742  
*Regions 1 – 4 and 9 (PH) 1 – 3 and 9 (BH)*



## REGION 1

PH/FQHC/RHC/Ancillary:  
**Ke'Wannda Bell**  
[kabell@amerihealthcaritasla.com](mailto:kabell@amerihealthcaritasla.com)  
 1-225-316-3629

Behavioral Health:  
 Lyketta Golden  
[lgolden1@amerihealthcaritasla.com](mailto:lgolden1@amerihealthcaritasla.com)  
 1-504-235-4200

## REGION 2

PH/FQHC/RHC/Ancillary:  
**Marc Garnier**  
[mgarnier@amerihealthcaritasla.com](mailto:mgarnier@amerihealthcaritasla.com)  
 1-225-361-4339

Behavioral Health:  
**K'Juana Bessix**  
[kbessix@amerihealthcaritasla.com](mailto:kbessix@amerihealthcaritasla.com)  
 1-225-678-7997

## REGION 3

PH/FQHC/RHC/Ancillary:  
**Lisa LeBeau**  
[llebeau@amerihealthcaritasla.com](mailto:llebeau@amerihealthcaritasla.com)  
 1-225-964-6346

Behavioral Health:  
 Lyketta Golden  
[lgolden1@amerihealthcaritasla.com](mailto:lgolden1@amerihealthcaritasla.com)  
 1-504-235-4200

## REGION 4

PH/FQHC/RHC/Ancillary:  
**Joy Simmons**  
[jsimmons1@amerihealthcaritasla.com](mailto:jsimmons1@amerihealthcaritasla.com)  
 1-225-400-4128

Behavioral Health:  
 Kellye Anderson  
[kanderson@amerihealthcaritas.com](mailto:kanderson@amerihealthcaritas.com)  
 1-225-692-1197

(Continued on page 12)

# Provider Network Management Account Executives Map Continued

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## REGION 5

PH/FQHC/RHC/Ancillary:

**Kobrina Price**

**kprice3@amerihealthcaritasla.com**

**1-337-936-5183**

Behavioral Health:

**Kellye Anderson**

**kanderson@amerihealthcaritas.com**

**1-225-692-1197**

SCA-Single Case Agreements/Out of State Hospitals

**Renee Wilkerson**

**rwilkerson@amerihealthcaritasla.com**

**1-225-615-0965**

SCA-Single Case Agreements/Out of State Hospitals

**Melissa Guillory**

**mlguillory@amerihealthcaritasla.com**

**1-225-316-4129**

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## REGION 6

PH/FQHC/RHC/Ancillary:

**Angela Salard**

**asalard@amerihealthcaritasla.com**

**1-318-451-5958**

Behavioral Health:

**Kellye Anderson**

**kanderson@amerihealthcaritas.com**

**1-225-692-1197**

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## REGION 7

PH/FQHC/RHC/Ancillary/Ochsner:

**Lynette Hinton (Temp)**

**mhinton@amerihealthcaritasla.com**

**1-318-541-2006**

Behavioral Health:

**Millissa Harrison**

**mharrison@amerihealthcaritasla.com**

**1-318-510-3202**

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## REGION 8

PH/FQHC/RHC/Ancillary:

**Marilyn Thomas**

**mthomas8@amerihealthcaritasla.com**

**1-318-732-3894**

Behavioral Health:

**Millissa Harrison**

**mharrison@amerihealthcaritasla.com**

**1-318-510-3202**

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## REGION 9

PH/FQHC/RHC/Ancillary:

**Brittany Moore**

**bmoore@amerihealthcaritasla.com**

**1-225-433-2977**

Behavioral Health:

**K'Juana Bessix**

**kbessix@amerihealthcaritasla.com**

**1-225-678-7997**

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## Hospitals

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### REGIONS 1, 2, 3, 4, 9

Hospital (Acute, DDP & Free-Standing Psych/Rehab/LTAC/  
Skilled Nursing Facilities Only)

**Andrea (Suzette) Mouton**

**amouton@amerihealthcaritasla.com**

**1-225-335-4029**

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### REGIONS 5, 6, 7, 8

Hospital (Acute, DDP & Free-Standing Psych/Rehab/LTAC/  
Skilled Nursing Facilities Only)

**Suzette Franklin**

**slfranklin@amerihealthcaritasla.com**

**1-225-335-6264**

**Key:** BH=behavioral health; FQHC=federally qualified health centers; DDP=designated diagnostic providers; LTAC=long-term acute care; PH=physical health; RHC=rural health centers; SCA=single-case agreements



## Community Wellness Centers

AmeriHealth Caritas Louisiana has Community Wellness and Opportunity 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
- Activities for the kids
- Health education
- Benefits questions
- And more!

### Shreveport Location

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

### New Orleans Location

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

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.



## Let Us Know

We are here to help you manage our members' care. If a member needs help with scheduling and keeping appointments, please participate in our Let Us Know initiative by contacting the AmeriHealth Caritas Louisiana Rapid Response and Outreach Team at **1-888-643-0005** for assistance and outreach to that member. You may also utilize the **Let Us Know Member Intervention Request Form**, which can be found under Forms in the Providers section of our website at [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com).

- Fax this form to request RROT outreach to the member.
- Fax to **1-866-426-7309** to request interventions, such as:
  - Medically complex cases
  - Noncompliance with prescribed medication(s)
  - Inappropriate use of the emergency room
  - Not showing up for appointments or follow-up care
  - Limited or no knowledge of plan benefits
  - Language or literacy barriers
  - Medical appointment transportation issues
  - Other issues

## 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 40 of the **AmeriHealth Caritas Louisiana Member Handbook**.



# Provider trainings

## ASAM 6 Dimension Criteria Training

AmeriHealth Caritas Louisiana is facilitating an American Society of Addiction Medicine (ASAM) 6 Dimension Criteria training\*\* at no cost for psychiatrists, psychologists, advanced practice registered nurses (APRNs) who are clinical nurse specialists in psychiatry or nurse practitioners (NPs) certified in psychiatry or mental health nursing, licensed professional counselors (LPCs), and licensed clinical social workers (LCSWs).

- Define ASAM Terminology.
- Review the ASAM Levels of Care.
- Explain the ASAM Multidimensional Assessment.
- Demonstrate how to use the ASAM Assessment in addressing a member's identified needs.

### Upcoming AmeriHealth Caritas Louisiana ASAM 6 Dimension Criteria Training

Wednesday	June 4, 2025	9 a.m. to noon
<a href="#">June registration link</a>		

**Registration is required.** Please register in advance.

\*\*No continuing education credits (CEUs) will be given for this training. AmeriHealth Caritas Louisiana will provide Certificates of Attendance to verify completion of the training which attendees may submit to their licensing board for post-approval consideration.

## Behavioral Health Claims and Billing Training

In this training we will discuss:

- Louisiana Medicaid Provider Enrollment Rebaseline — IB 24-22
- NaviNet (AmeriHealth Caritas Louisiana's secure provider portal)
- Changes to behavioral health coverage
- Behavioral health services requirements for billing/Specialized behavioral health services fee schedule (SBH\_FS)
- Evidence-based practices
- Top denials for behavioral health claims

Registration is required. To register for any of the training dates, please go to **Behavioral Health Claims and Billing Training registration**.



## CME Outfitters Cultural Responsiveness Training

**Cultivating awareness through ongoing culturally responsive education and training**

AmeriHealth Caritas Louisiana's cultural responsiveness training opportunities focus on identity-centered care and building the capacity to meet the needs of our culturally and linguistically diverse membership in the communities we serve.

We are excited to share a new training opportunity offered by CME Outfitters, an upskilling platform to offer inclusivity training. Through this training opportunity providers, subcontractors, and their clinical staff can increase awareness, inform, and apply knowledge to practice, discover creative strategies, and build capacity to engage with marginalized communities and those who experience health inequities.

To access the educational activities:

1. Go to [www.cmeoutfitters.com/health-equity-education-hub/](http://www.cmeoutfitters.com/health-equity-education-hub/)
2. Click on the activity or the **Learn More** button to read about the activity and to participate.
3. Review the course description.
4. Create a free account to participate in the activities. Each account serves as a personalized learning catalogue.
5. Follow the prompts to complete the education modules.

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## Provider trainings, continued

**Continuing Medical Education/Continuing Education credit is available at no cost upon completion of the courses.** CME/CE accreditations include AMA PRA Category 1 Credits™, American Nurses Credentialing Center (ANCC—nursing), American Academy of Physician Associates (AAPA—physician associates), Accreditation Council for Pharmacy Education (ACPE—pharmacy), American Psychological Association (APA—psychology), American Board of Internal Medicine (ABIM) Maintenance of Certification (MOC), as well as others.

### 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
- Health equity

The webinar will take place on:

Wednesday	June 18, 2025	1 p.m. – 2 p.m.
June registration link		

### Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training

AmeriHealth Caritas Louisiana is facilitating a Screening, Brief Intervention, and Referral to Treatment (SBIRT) training\*\* for physical health providers. The goal of this training course is to help participants develop their knowledge, skills, and abilities as SBIRT practitioners.

- Identify SBIRT as a system change initiative.
- Compare and contrast the current system with SBIRT.

- Introduce the public health approach.
- Discuss the need to change how we think about substance use behaviors, problems, and interventions.
- Understand the information that screening does and does not provide.

\*\*No continuing education credits (CEUs) will be given for this training. AmeriHealth Caritas Louisiana will provide Certificates of Attendance to verify completion of the training for attendees to submit to their licensing board for post-approval consideration

### The webinar will take place on:

**Date:** Thursday, June 5, 2025

**Time:** 9 a.m. - 1 p.m.

**Registration link:**

<https://amerihealthcaritas.zoom.us/meeting/register/tjckdOGhrT0rHdLS7A6Ve3nEgvafi5u9EGui#/registration>

Registration is required. Please register in advance for your desired training date.

### Top Denials and Tips on How to Resolve Them

In this training we will discuss:

- The difference between a rejection and a denial
- Top denial codes and tips on how to resolve them
- Additional resources

Registration is required. To register for any of the available training dates, please go to **Top Denials and Tips on How to Resolve Them**, click the dropdown icon by the 'Time' header, and select your preferred session date.



## Questions

If you have questions about any content in this provider update, please get in touch with your Provider Account Executive or call Provider Services at 1-888-922-0007.





**AmeriHealth** *Caritas*<sup>®</sup>

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Louisiana

[www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com)