



Your Personal Guide to Better Health

# Member Handbook

For Integrated Health Services

**CARE IS THE HEART  
OF OUR WORK.®**

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

  
**AmeriHealth Caritas™**  
Louisiana





**AmeriHealth Caritas**<sup>™</sup>

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Louisiana

## **Member Handbook**

The Health Care Plan You Deserve

Call Member Services at **1-888-756-0004**.

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

Need a translation? Call **1-888-756-0004**.



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## Coordinated Health Care

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### **Coordinated health care:**

#### **Why it's important for you and your family**

In Louisiana, people who are on Medicaid may choose from several Healthy Louisiana plans. This is to help keep you and your family healthy. Here is what that means for you:

- You or any family members with Medicaid benefits will likely now be part of a health plan. For you that health plan is called AmeriHealth Caritas Louisiana.
- Every person who is an AmeriHealth Caritas Louisiana member will have a primary care provider, or PCP, for short. There is no limit to the number of doctor visits.
- Whenever you need a special doctor, a hospital stay or any other service covered under Medicaid, we help you get the care you need.
- We will help you learn about your health and how to stay healthy.
- We will help you find support right in your neighborhood as you work to keep your family well or even improve their health.
- You will have someone you can talk with at any time of the day or night. We can help you find the care you need and answer your health-related questions.

Because you are now a part of AmeriHealth Caritas Louisiana, it's important to understand all you can about how your health plan works. Please keep reading this handbook. It will give you information about how to get the health care you and your family deserve!

## Welcome to AmeriHealth Caritas Louisiana

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### About us

- AmeriHealth Caritas Louisiana is dedicated to quality health care in your community.
- AmeriHealth Caritas Louisiana is a managed care organization (MCO) that arranges the health care services for its members. We want to help you and your family members be healthy.
- We want to make sure you and your family are treated with respect and that your health care services are provided in a way that is private and confidential.
- We are here to support you. Your health is our health. Your healthy community is our healthy community.
- We are dedicated to a disaster-resistant community for all of us to live and work in. This means we stay strong and bounce back in the face of disasters.

### Our mission

Our mission at AmeriHealth Caritas Louisiana is to help people:

- Get care.
- Stay well.
- Build healthy communities.

### How we can help you

If you need help or have questions, you can call **1-888-756-0004** to talk to a Member Services representative 24 hours a day, 7 days a week, or go to the Member Center at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com).

We can help you with questions like:

- How do I get medical care?
- How do I choose my primary care provider (PCP)?
- How do I get my medical records?
- Which services and benefits are covered?
- How do I find out about special needs services?
- What do I do if I get a bill?
- How do I file a grievance?
- How do I get a list of AmeriHealth Caritas Louisiana providers?
- How do I find out about mental health and substance use services?



## How You Can Help Us

### We need you to help us

It is important to remember to:

- Let AmeriHealth Caritas Louisiana and your health care providers know of any changes that may affect your membership, health care needs or benefits. Some examples include, but are not limited to, the following:
  - You are pregnant.
  - You choose a PCP for your new baby.
  - Your address or phone number changes.
  - You or one of your children has other health insurance.
  - You have a special medical condition.
- Keep your benefits up to date by calling AmeriHealth Caritas Louisiana. You may also call the Louisiana Medicaid Customer Service Line at **1-888-342-6207**. You can also go to your regional Medicaid eligibility office or go online to <http://dhh.louisiana.gov/index.cfm/page/262>.
- Find out when your benefits are up for review. Make sure all your information is up to date so you can keep your benefits.
- Let AmeriHealth Caritas Louisiana know if your member ID card has been lost or stolen. Misuse of your member ID card, including loaning, selling, or giving it to others, could lead to loss of your Medicaid benefits and/or legal action.
- Show your member ID card when using health care services.
- Be aware of the benefits and services available through AmeriHealth Caritas Louisiana and how to use them.
- Work with AmeriHealth Caritas Louisiana and our health care providers. This means following the guidelines given to you about AmeriHealth Caritas Louisiana and following your health care provider's instructions about your care. This includes:
  - Making appointments with your health care provider.
  - Canceling your appointment when you cannot make the appointment.

- Giving your health care provider your correct medical history and information.
- Calling AmeriHealth Caritas Louisiana when you have questions.
- Treat your health care providers and their staff with respect and dignity.
- Talk with your health care provider to agree on goals for your treatment, to the degree you are able to do so.
- Talk with your health care provider so you can understand your health problems, to the degree you are able to do so.
- Follow the grievance process (see **page 44**) if you have a problem with a health care provider.
- Try to follow a healthy lifestyle, staying away from behaviors that are bad for your health.

If you have any questions about your responsibilities, or for more information, please call Member Services at **1-888-756-0004**.

### On the web

We have made it easy for you to find what you are looking for on our website. Go to [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com) for:

- Help finding a provider.
- Medical and vision benefits and services.
- Pharmacy benefits and the preferred drug list.
- Health and wellness programs.
- Health education information.
- How to get mental health and substance use services.
- Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
- Member rights and responsibilities.
- Grievances, appeals, and state fair hearings.
- Frequently asked questions.
- Contact information.
- Member Portal, a secure site to get information about your health care.
- Member newsletters.



## Getting Information

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If you do not have access to the internet, most of this information is in this handbook. If you have questions, please call Member Services at **1-888-756-0004**.

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**Our website Member Center is available in English and Spanish. You will find this handbook on our website in English and Spanish. You can get a copy of the Member Handbook at no cost to you, by:**

- **Calling Member Services at 1-888-756-0004, 24 hours a day, seven days a week.**
- **Going to our website at [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com).**

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The **AmeriHealth Caritas Louisiana mobile app** helps keep you up to date on your health care information.

- You can access your ID card.
- You can select a new doctor or specialists.
- You can get a list of your medicines.
- And more.

The **Bright Start Plus® app** contains health care tools, education, and reminders. The app connects you directly with useful AmeriHealth Caritas Louisiana resources. If you are pregnant, you can also use it to track your pregnancy and learn about milestones and symptoms.

Both apps are available for iPhone and Android smartphones. To get them, visit the Google™ Play store or Apple® App Store. (Standard messaging and data fees may apply.)

## In other languages and formats

AmeriHealth Caritas Louisiana has written member materials in languages other than English and in other formats for the visually impaired. These materials do not cost you any money. Please call AmeriHealth Caritas Louisiana Member Services at **1-888-756-0004** to ask for member materials in another language or in other formats. If you do not speak English, we have representatives and interpreters who speak other languages.

Interpreter services are available in any language. They can be face-to-face or over the phone. This service can also be used when you are at your doctor for an appointment. These interpretation services will be available to network providers treating non-English-speaking members at no cost to you. It is your right to receive medical care in a language you understand; you should not be asked to provide your own interpreter. Call Member Services if you need help with any language services at **1-888-756-0004**. Member Services can also help you switch to a provider that speaks another language.

If you are deaf or hard of hearing, our TTY number is **1-866-428-7588**.

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**You can also dial 711 Relay for TTY services, internet relay services, and video relay services. Charges for local and long-distance relay calls will be the same as your regular local and long-distance calling plan.**

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## Getting Started

It is easy to get care with AmeriHealth Caritas Louisiana. Let us tell you how.

### Enrolling

Most people who are eligible for Medicaid need to choose a health plan. The Louisiana Department of Health has a separate company with enrollment staff to help people choose a health plan.

The enrollment staff can:

- Help you and your family enroll in a health plan.
- Answer questions about your choice of health plans.
- Help you if you decide to change health plans.

Once you are enrolled in AmeriHealth Caritas Louisiana, you will get a welcome kit. This kit tells you about all of your benefits and services.

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You can talk to an Enrollment staff member by calling **1-855-229-6848**. TTY users call **1-855-LAMED4ME (526-3346)**. You can also enroll by going to **www.healthy.la.gov**.

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Please note: Once you are enrolled in a plan, you will have 90 days from the postmark date on the Notice of Enrollment to change plans (disenroll). During this time, you can change plans for any reason. If you choose not to change plans in this 90-day period, you will be locked into that plan until the next annual open enrollment period.

There are situations in which you are allowed to change plans during the 12 month lock-in period. If you have any questions about this, please call Member Services at **1-888-756-0004**, 24 hours a day, 7 days a week.

### Your AmeriHealth Caritas Louisiana member ID card

After you enroll in AmeriHealth Caritas Louisiana, you will get an AmeriHealth Caritas Louisiana ID card. If you do not yet have your card and need to access services, or if you have lost it, please call Member Services for a new one. Your AmeriHealth Caritas Louisiana member ID card will help you access all of the benefits and services AmeriHealth Caritas Louisiana will cover for you.

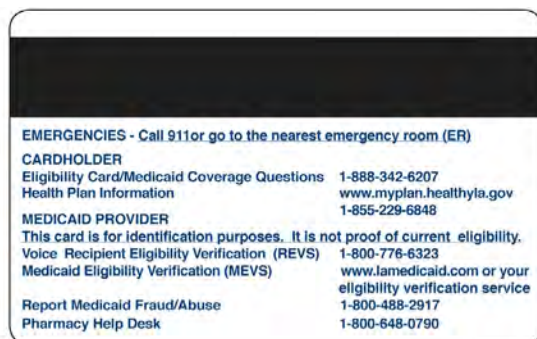
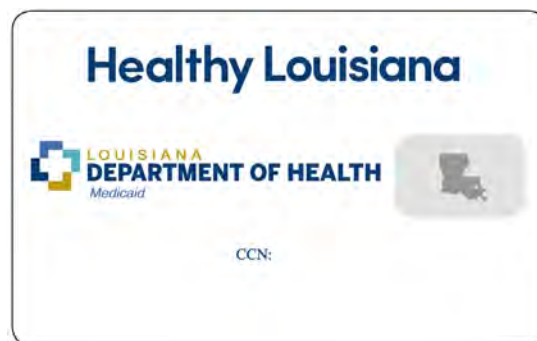
Your AmeriHealth Caritas Louisiana member ID card is very important; keep it with you at all times.

Each family member will get his or her own AmeriHealth Caritas Louisiana member ID card. When you get your member ID card in the mail, check all the information on the card. If there is a mistake on the card, please call Member Services at **1-888-756-0004**, 24 hours a day, 7 days a week.

### The Louisiana Department of Health ID card

You will also get an ID card from the Louisiana Department of Health (LDH). Your LDH ID card will help you access all of the benefits and services LDH will cover for you.

If you lose your LDH ID card, call the Louisiana Medicaid Customer Service Line at **1-888-342-6207**. TTY users, please call **1-800-220-5404**.



## Getting Started

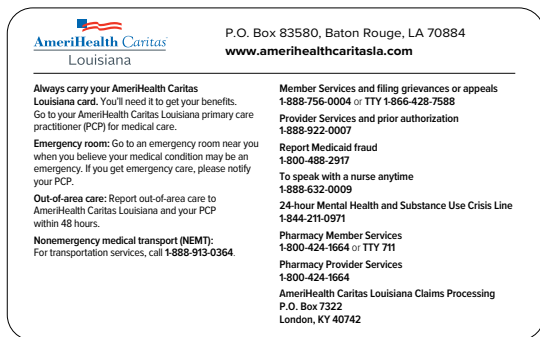
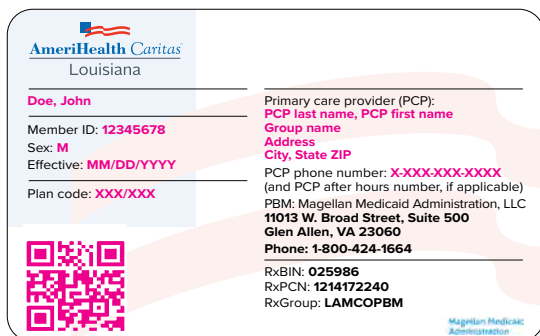
### Things to know about your health insurance ID cards

To make sure you get all of the benefits and services you are eligible for, please carry all of your health insurance cards with you at all times. You may need to show all of your health insurance cards at every doctor office and/or pharmacy visit. These cards include:

- AmeriHealth Caritas Louisiana member ID card.
- LDH ID card.
- Any other health insurance card(s) you have.

### It is important to carry all of your cards with you at all times.

This is an example of what your AmeriHealth Caritas Louisiana member ID card will look like:



### Medical services reimbursement

You may be able to get reimbursement (money back) for any Medicaid-covered medical costs you pay out of pocket. The costs need to be paid between the first date you were eligible for Medicaid and the date you are expected to receive your AmeriHealth Caritas Louisiana member ID card.

To qualify for reimbursement, the bills must:

- Be for services or items received between your date of Medicaid eligibility and the date you receive your AmeriHealth Caritas Louisiana member ID card.
- Be for services or items covered by Louisiana Medicaid on the date of service.
- Be given by a provider who was participating in Louisiana Medicaid's network on the date of service.
- Have not been reimbursed (repaid) by the provider, a third party (such as an insurance company or charity), or already by AmeriHealth Caritas Louisiana or Louisiana Medicaid.

If your costs meet the above, ask your provider to refund you the amount you paid out of pocket and to bill AmeriHealth Caritas Louisiana. If your provider refuses to give you a refund, you may request it directly from AmeriHealth Caritas Louisiana. Contact Member Services within 30 days from when you receive your AmeriHealth Caritas Louisiana member ID card or welcome packet, whichever you get first. If your expenses qualify, you must send copies of your bills within 15 days to:

**AmeriHealth Caritas Louisiana  
Reimbursement Unit  
P. O. Box 83580  
Baton Rouge, LA 70884**

For more information on medical cost reimbursement, please call Member Services at **1-888-756-0004**, 24 hours a day, 7 days a week.

## Benefits and Services

### AmeriHealth Caritas Louisiana benefits and services

The Louisiana Medicaid state plan determines the covered benefits and services for people on Medicaid. Your benefits and services depend on your age and the type of assistance you get. You must use an AmeriHealth Caritas Louisiana network provider to get these benefits and services unless any of the following applies:

- The services are emergency services.
- You are getting family planning services.
- You get prior authorization (pre-approval) to use a provider who is not in the AmeriHealth Caritas Louisiana network.

AmeriHealth Caritas Louisiana does not determine benefits or coverage based on any moral or religious reasons.

Your AmeriHealth Caritas Louisiana benefits include, but are not limited to, the following services:

- Emergency care is always covered whether provided by a participating or nonparticipating provider.
- Post-stabilization services (care that is provided after emergency medical care to maintain, improve, or fix your condition).
- Audiology services.
- Inpatient hospital services.
- Outpatient hospital services.
- Ambulatory surgical services.
- Ancillary medical services.
- Lab and X-ray services.
- Surgical dental services provided in outpatient hospital setting.
- Diagnostic services.
- Organ transplant and related services.
- Family planning services.
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services.
- Emergency medical services.
- Communicable disease services.
- Durable medical equipment, prosthetics, orthotics, and certain supplies.
- Emergency dental services provided in outpatient hospital setting.
- Emergency and non-emergency medical transportation.
- Home health services.
- Personal care services (ages 0 – 20).
- Hospice services.
- Mental health and substance use services.
- Clinic services.
- Physician services.
- Pregnancy-related services.
- Nurse midwife services.
- Pediatric and family nurse practitioner services.
- Advanced practice registered nursing services.
- Chiropractic services (for members 0 – 20 years of age).
- Federally qualified health center (FQHC) services.
- Rural health clinic (RHC) services.
- Immunizations (shots) for children and adults.
- End-stage renal disease services.
- Home health extended services (for members 0 – 20 years of age).
- Optometrist services (ages 21 and older, non-EPSDT).
- Eye care and vision services.
- Podiatry services.
- Rehabilitative services.
- Therapy services (physical, occupational, and speech).
- Respiratory services.
- Pharmacy services (outpatient prescription medicines, except those prescribed by a specialized behavioral health provider).
- Pediatric day health care services.
- Hospice.
- Allergy testing and allergen immunotherapy.
- Anesthesia.
- Bariatric surgery.
- Breast surgery.
- Cochlear implant (ages 0 – 20).
- Diabetes self-management training.
- Genetic testing.
- Gynecology.
- Hyperbaric oxygen therapy.
- Intrathecal baclofen therapy.
- Limited abortion services.
- Newborn care and discharge.
- Obstetrics.
- Physician-administered medication.
- Preventive services for adults (age 21 and older).
- Telemedicine/telehealth.
- Vagus nerve stimulators.

## Benefits and Services

If the LDH would like us to make any significant changes to our benefits and services, we will notify you 30 days before the change takes place.

**As an AmeriHealth Caritas Louisiana member, you get the following additional benefits:**

<b>More benefits and services covered by AmeriHealth Caritas Louisiana, effective January 1, 2023*</b>		
<b>Benefit</b>		<b>Contact</b>
Mission GED program and Reading Assistance Services: Two programs to aid in your educational goals. Reading/learning assistance service and a voucher to pay for the cost of taking the High School Equivalency Test (HiSET®).		Member Services at <b>1-888-756-0004</b> .
Pathway to Work life skills program		Member Services at <b>1-888-756-0004</b> .
Free support to stop smoking: Counseling and information are available through the Louisiana Campaign for Tobacco-Free Living and March of Dimes Baby and Me Tobacco Free.		Member Services at <b>1-888-756-0004</b> . Other free support: Tobacco Smoking Cessation Hotline at <b>1-800-LUNG-USA (1-800-586-4872)</b> . Freedom From Smoking Clinics at <b>1-800-LUNG-USA (1-800-586-4872)</b> . Cessation Helpline at <b>1-800-QUIT-NOW (1-800-784-8669)</b> . Freedom From Smoking online at <a href="http://www.ffsonline.org">www.ffsonline.org</a> .
Cell phones for health care needs: Free cell phones with 350 minutes each month, allowing you free text messages and calls to the plan.		Member Services at <b>1-888-756-0004</b> .
<b>Adult weight management: Make Every Calorie Count program</b> Members enrolled in the program receive: <ul style="list-style-type: none"> <li>• Two visits per year with a registered dietitian.</li> <li>• Gym membership.</li> </ul>	<b>Pediatric weight management: Make Every Calorie Count program</b> Children enrolled in the program receive: <ul style="list-style-type: none"> <li>• Two visits per year with a registered dietitian.</li> <li>• Gym membership.</li> </ul>	Member Services at <b>1-888-756-0004</b> .
<b>Extra medication help:</b> <ul style="list-style-type: none"> <li>• A school supply, such as a second inhaler, and EpiPen® and diabetes testing meters.</li> <li>• Insulin.</li> <li>• Insulin needles.</li> <li>• Lancets.</li> <li>• Test strips.</li> <li>• Alcohol swabs.</li> </ul>	<ul style="list-style-type: none"> <li>• Glucagon.</li> <li>• ADHD medications — immediate release formulation only.</li> <li>• Diastat.</li> <li>• Spacers.</li> <li>• Convenience and reduced copayments for certain medications.</li> </ul>	Member Services at <b>1-888-756-0004</b> .
<b>Adult pain management program</b> <ul style="list-style-type: none"> <li>• Members who have gone to the emergency room five or more times for pain are reviewed by case management for enrollment in our Living Beyond Pain program.</li> </ul>		Member Services at <b>1-888-756-0004</b> .
Circumcisions for newborn boys.		Member Services at <b>1-888-756-0004</b> .
Up to 90 days of respite care, with health care and social services, for members experiencing homelessness, if they qualify. Home assessments and financial assistance toward remediation of identified risks such as pests and mold, limited home repairs, and mobility upgrades, for members who qualify.		Member Services at <b>1-888-756-0004</b> .

\* Members may not be eligible to earn all of the rewards listed. For questions, call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week.

## Benefits and Services

### More benefits and services covered by AmeriHealth Caritas Louisiana, effective January 1, 2023\*

Benefit	Contact
<p><b>AmeriHealth Caritas Louisiana CARE Card</b></p> <p><b>You can earn rewards by doing things that help you stay healthy as part of our Health Care Rewards program. Funds can be placed on our reloadable AmeriHealth Caritas Louisiana CARE Card.</b></p> <ul style="list-style-type: none"> <li>• \$10 for completing the plan’s Health Needs Assessment on the member portal or by calling Member Services within 90 days of enrollment.</li> <li>• \$20 for members older than 21 who get a primary care provider (PCP) visit annually.</li> <li>• \$20 for six well visits from birth – 15 months.</li> <li>• \$20 for annual well visits for children ages 2 – 20.</li> <li>• \$10 for cervical cancer screening for women (ages 21 – 64).</li> <li>• \$10 for colorectal cancer screening (ages 50 – 75).</li> <li>• \$5 for a flu shot.</li> <li>• \$25 for a prenatal visit in your first 12 weeks of pregnancy.</li> <li>• \$20 for a postpartum visit 7 – 84 days after delivery.</li> <li>• \$25 for completing a Notice of Pregnancy form or calling Bright Start<sup>®</sup> to inform us of your pregnancy in your first 12 weeks.</li> <li>• \$10 for follow-up assessment after behavioral health hospitalization (limit 3 per year).</li> <li>• \$10 for completing all three diabetes screenings: dilated eye exam, kidney screening, and A1c blood test (for members diagnosed with diabetes).</li> </ul>	<p>Member Services at <b>1-888-756-0004</b> (24 hours a day, 7 days a week)</p>
<p>* CARE Card program rewards are subject to change. AmeriHealth Caritas Louisiana will notify you before the change happens. Members may not be eligible to earn all of the rewards listed. For questions, call Member Services at <b>1-888-756-0004</b> (TTY 1-866-428-7588), 24 hours a day, seven days a week.</p>	

### Getting care, staying healthy

When you join AmeriHealth Caritas Louisiana, you choose a primary care provider (PCP). Think of this as your medical home.

Your PCP is the doctor you regularly see. Your PCP takes care of your health and will help you get care from other health care providers when needed. This is called “coordination of care.” Coordination of care makes sure you get the care you need when you need it. This is why having a medical home is so important.

You can choose the same PCP for your whole family or you can have a different PCP for each family member. There are different kinds of providers who can be PCPs, including:

- Family practice and general practice doctors, who treat adults and children.
- Internal medicine doctors or internists, who treat members older than the age of 18.
- Pediatricians, who treat children from birth to age 21.
- Intensive outpatient services;
  - Medication assisted treatment (medications as well as counseling and other services with sufficient provider capacity to meet the needs of Medicaid beneficiaries in the state);
  - Intensive levels of care in residential and inpatient settings; and
  - Medically supervised withdrawal management.



## Benefits and Services

- Certified registered nurse practitioners. Nurse practitioners are allowed to do many of the same things a doctor can do. With the collaboration of a doctor, the nurse practitioner can be your PCP.
- Some PCPs have trained health care assistants you may see during an appointment, such as:
  - Physician assistants.
  - Medical residents.
  - Nurse practitioners.
  - Nurse midwives.

If you need to find a new PCP, you can go to [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com) and click on Find a Provider. This will take you to our online Provider Directory where you can find a list of the PCPs in the AmeriHealth Caritas Louisiana network. This directory includes names, addresses, and telephone numbers, as well as professional qualifications. You can also call Member Services if you would like to receive a paper copy of the Provider Directory, or they can help you find a PCP over the phone. You can also go to [www.myplan.healthy.la.gov](http://www.myplan.healthy.la.gov) to find the latest Provider Directory.

If you do not choose a PCP for you and your family within 10 days of enrollment, a PCP will be assigned to you. If we need to assign a PCP to you, we will:

- First look at your last PCP to see if he or she is in the AmeriHealth Caritas Louisiana network.
- If we cannot find a PCP in our network whom you had as a PCP before, we will see if any of your family members go to a PCP who would be appropriate for you.
- Finally, we will look in your area to find an appropriate PCP close to you.

For questions about changing your PCP, see the section Changing Your PCP on [page 48](#) of this handbook. You can change your PCP at any time and for any reason. In some cases, if you have a life-threatening, degenerative or disabling disease or condition, or if you have other special needs, you may be able to choose a specialist as your PCP. If you are pregnant, you may be able to use an obstetrician (OB) as your PCP. Please call Member Services at **1-888-756-0004** to change your PCP, or go to [page 48](#) for more information.

### Freedom of choice

One of the important features of the Healthy Louisiana program is freedom of choice. There can be many providers in your area to go to for the services you need. As you use these services, it is important you know about the choices you have:

- You can choose a provider who provides the services you need.
- For each level of care, there are providers available to choose from.
- Providers will also talk with you about choices you have.
- You can choose providers who are close to you. This might be important if you currently travel to a provider and you want someone who is closer.
- You can choose providers you want. You may like one provider better than another provider, so you can pick the provider you like best.
- You can choose providers who can relate to you and you are comfortable talking to.
- You can choose providers who speak your language or provide needed interpretation for you.

It is important that you are comfortable with the provider who is helping you. If you are not happy with a provider, you can choose another provider. To do this, call AmeriHealth Caritas Louisiana and we will talk to you about choices.

AmeriHealth Caritas Louisiana will remind you of your right of choice in several ways and through Member Services when you call. Also, providers will talk to you about choices and can help you decide.



## Benefits and Services

### Your PCP will help you stay healthy

By having regular visits with your PCP as your medical home, he or she will be able to:

- Learn your health history and keep your records up to date.
- Answer questions about your health.
- Give you information about healthy eating and diet.
- Give you the shots and screenings you need.
- Help you get care from other providers, if needed.
- Find problems before they become serious.
- Be a patient advocate.
- Provide Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services for members younger than 21 years of age. See the Care for your child: Early and Periodic Screening, Diagnosis and Treatment (EPSDT) section on [page 26](#) for more information.
- Provide preventive treatment for conditions like diabetes, high blood pressure, asthma, and allergies.

### New member? Remember to:

- ✓ **Make an appointment with your PCP right away. Your PCP's phone number is right on your ID card.**
- ✓ **If you picked a new PCP, have your medical records sent from your old PCP to your new PCP.**
- ✓ **Get regular checkups.**

### Getting in touch with your PCP

You can call your PCP for medical problems 24 hours a day, seven days a week. It is important to be on time for your appointment. If you are going to be late or need to cancel your appointment, call the PCP's office ahead of time and let the office know. Try to give the PCP's office at least 24 hours notice if you need to change your appointment. Your time waiting to see the provider should not regularly be more than 45 minutes. Listed below are the appointment standards we have made with our PCPs

Appointment accessibility standards	
Medical care	AmeriHealth Caritas Louisiana standards
Routine or preventive primary care must be scheduled	Within 6 weeks of the member's call
Nonurgent sick visits must be scheduled	Within 72 hours or sooner if condition gets worse
Urgent medical condition care must be scheduled	Within 24 hours of the member's call
Emergency medical condition care must be seen	Immediately upon the member's call or referred to an emergency facility
After-hours care by a PCP or a covering PCP must be available	24 hours a day, 7 days a week

## Benefits and Services

### Emergency and urgent care

Emergency care is medical care you need right away to treat a serious, sudden injury or illness. You have the right to obtain emergency services at any hospital or other emergency facility. Urgent care is medical care provided for a condition that without treatment could turn into an emergency.

### How and where to get care

Is it an emergency?		
Yes. Get care now.	I don't know. Call first.	No. Get care soon.
<p><b>Call 911 for problems like:</b></p> <ul style="list-style-type: none"> <li>• Chest pain.</li> <li>• Choking.</li> <li>• Poisoning.</li> <li>• Severe wound or heavy bleeding.</li> <li>• Not being able to breathe right.</li> <li>• Severe spasms or convulsions.</li> <li>• Loss of speech.</li> <li>• Broken bones.</li> <li>• Severe burns.</li> <li>• Drug overdose.</li> <li>• Sudden loss of feeling or not being able to move.</li> <li>• Severe dizzy spells, fainting, or blackouts.</li> <li>• Strong feelings of wanting to hurt yourself or someone else or suicidal thoughts.</li> </ul>	<p><b>Before going to the emergency room:</b></p> <p>Please call your doctor or the AmeriHealth Caritas Louisiana Nurse Call Line at <b>1-888-632-0009</b> or the Mental Health and Substance Use Treatment Crisis Line at <b>1-844-211-0971</b>.</p>	<p><b>Call your doctor or our 24/7 Nurse Call Line at 1-888-632-0009 or the Mental Health and Substance Use Treatment Crisis Line at 1-844-211-0971 for problems like:</b></p> <ul style="list-style-type: none"> <li>• Sprains.</li> <li>• Fever.</li> <li>• Sore throat.</li> <li>• Coughing.</li> <li>• Earaches.</li> <li>• Stomachaches.</li> <li>• Vomiting.</li> <li>• Diarrhea.</li> <li>• Rashes.</li> <li>• Depression or anxiety.</li> </ul>
<p><b>24 hours a day, 7 days a week, AmeriHealth Caritas Louisiana Nurse Call Line: 1-888-632-0009</b></p> <p>This is to help you learn about your health condition. It is not to take the place of your doctor. If you have questions, talk with your doctor. If you think you need to see your doctor because of something you have read in this information, please contact your doctor. Never stop or wait to get medical attention because of something you have read in this material.</p>		

### Primary care provider (PCP) office visits

AmeriHealth Caritas Louisiana covers your visits to PCPs in our network. There is no limit to how many times you can visit your PCP.

### Checkups (routine preventive care)

To stay healthy, you should get checkups regularly. Your PCP must schedule your checkup within six weeks of when you call to make an appointment for a checkup. When you have regular checkups, it helps make your PCP your medical home.

## Benefits and Services

### Nonurgent sick care appointments

Nonurgent sick care is when you need to see your PCP, but it is not urgent or an emergency. One example would be if you have a sore throat. Call your PCP to make an appointment. Your PCP must schedule an appointment for you within 72 hours of your call. Your PCP will need to see you sooner if your condition gets worse.

Checkup pointers for every age	
If your child is 0 to 12 years old	Make sure your child gets all his or her shots and screenings.
If you are or your child is 11 to 20 years old	Your child may not seem as much like a child any more, but he or she still needs to visit the doctor every year.
If you are a female 18 years or older or sexually active	Women should see the gynecologist (GYN) for a Pap test every 3 to 5 years, depending on age or as directed by your doctor.
If you have learned you are pregnant	Call your obstetrician or gynecologist (OB/GYN) right away. See <a href="#">page 22</a> for more information.
If you are a woman 40 years or older	Talk to your doctor about getting a mammogram.
If you are a man 50 years or older	Talk to your doctor about screenings for prostate cancer.
If you are 50 years or older	Talk to your doctor about screenings for colon and rectal cancer.

## Benefits and Services

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### Nurse Call Line 1-888-632-0009

Our Nurse Call Line is a confidential service you can call 24 hours a day, 7 days a week. You can call on all holidays and weekends.

Trained nurses can answer questions about your health. They can give you information when your doctor is not available. If you are not feeling well, they can help you decide the kind of care you may need. They can answer questions about most health conditions, including dental or vision problems.

When you call the toll-free Nurse Call Line, they will:

- Ask you questions about your health. They will ask you to explain how you are feeling.
- Give you information on where to get care based on your symptoms.
- Give you information to help you decide what other care you need.
- Answer questions about immunizations (shots), tests, or procedures.
- Tell you about programs and services that can help you manage your health.

The Nurse Call Line has an audio health Library where you can listen to information about health topics. You can find a list of topics at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) under Important Numbers.

Please remember the Nurse Call Line does not take the place of your doctor. Always follow up with your doctor if you have questions about your health care. If you need help reaching your doctor, please call Member Services at **1-888-756-0004**.

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AmeriHealth Caritas Louisiana also has health information online. Go to the Member Center at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) and click on Your Link to Health Education to find out more.

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### Getting care from specialists

If you have a special health problem, your PCP may send you to a specialist. A specialist is a doctor trained to treat certain health problems.

Specialists can include:

- Heart doctors (cardiologists).
- Skin doctors (dermatologists).
- Doctors for women's issues (gynecologists).
- Doctors for pregnant women (obstetricians).
- Doctors for blood problems (hematologists).
- Foot doctors (podiatrists).
- Eye doctors (ophthalmologists).
- Cancer doctors (oncologists).
- Surgeons.
- Mental health and substance use providers.

Your PCP can help you choose a specialist and make an appointment. You can get a list of AmeriHealth Caritas Louisiana specialists by going to [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) and clicking on Find a Provider, or by calling Member Services at **1-888-756-0004**.

If you would like to have more information about our AmeriHealth Caritas Louisiana providers, call Member Services. You can find out information like where they went to medical school, where they did their residency, and if they are board certified.

### Specialist office visits

AmeriHealth Caritas Louisiana covers your visits to specialists in our network. There is no limit to how many times you may see the specialist. Please discuss with your PCP if you feel you need to see a specialist. If the specialist thinks you need surgery or other special treatment, you can ask to see another specialist. This is called a "second opinion." A second opinion is a covered service at no cost to you.

## Benefits and Services

### Out-of-network specialists

If AmeriHealth Caritas Louisiana does not have an in-network specialist who can treat your health problem, you have the right to ask to see a specialist who is not in the AmeriHealth Caritas Louisiana network.

Visits to specialists who are not in the AmeriHealth Caritas Louisiana network will need to have prior authorization (pre-approval) from AmeriHealth Caritas Louisiana. Your PCP has a special number to call to get prior authorization. Ask your PCP to call. Please see the Prior Authorization section on [page 33](#) for more information. If you are approved to go out of network for any covered service, there will be no cost to you. We will work with the doctor to coordinate payment. If you have questions about out-of-network specialists, please call Member Services at **1-888-756-0004**.

### Laboratory services

AmeriHealth Caritas Louisiana covers preventive and medically necessary laboratory services that are covered under the Healthy Louisiana Program.

### Transportation

AmeriHealth Caritas Louisiana covers medically necessary emergency and non-emergency transportation.

If you have an emergency, call **911**. If you call for emergency transportation and your condition is not truly an emergency, you may be billed.

For non-emergency situations, AmeriHealth Caritas Louisiana provides non-emergency transportation, or NEMT, to appointments when you are getting health care services and other needed medical care. We will make sure you have the kind of transportation you need.

You will need to schedule your transportation to your appointments at least 48 hours in advance of the appointment time.

### Non-emergency transportation in an ambulance

If you need to be transported to non-emergency medical appointments by ambulance, that is also covered. You might need to be transported by ambulance if one of the following applies to you:

- You are confined to your bed (unable to get out of your bed without help, unable to walk, and unable to sit in a chair or wheelchair).
- You need vital medical services during your trip that are only available in an ambulance, such as administration of medications or monitoring of vital functions.

If you have questions or want to schedule transportation, call **1-888-913-0364** (Monday through Friday, 7 a.m. to 7 p.m.). If you are waiting for a ride that has already been scheduled and you want to check on the status, please call the ride assist line — also known as “Where’s My Ride?” — at **1-888-913-0364**.

### Hospital care and outpatient services

AmeriHealth Caritas Louisiana covers medically necessary hospital services. This includes outpatient services such as X-rays and laboratory tests, when medically necessary. Your PCP or specialist can help you get services at a hospital in the AmeriHealth Caritas Louisiana network. Go to [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) or call Member Services at **1-888-756-0004** to find out if a hospital is in the AmeriHealth Caritas Louisiana network.

Except when there is an emergency, you should call your PCP first before going to the hospital. Your PCP will make sure you get the care you need.

### Home health care

When your PCP or specialist thinks you need care at home, he or she may ask for a home health nurse or aide for you. Home health care needs prior authorization (pre-approval) by AmeriHealth Caritas Louisiana. The home health agency will ask AmeriHealth Caritas Louisiana for prior authorization.

### Nursing facility services

If you are admitted to a nursing facility for long-term care, you will be disenrolled from AmeriHealth Caritas Louisiana. The Louisiana Medicaid fee-for-service program will cover your nursing facility care if your application is approved. If you are admitted to a nursing facility for rehabilitative services (for example, physical therapy), you will continue to be covered by AmeriHealth Caritas Louisiana.

## Benefits and Services

### Durable medical equipment (DME) and medical supplies

AmeriHealth Caritas Louisiana covers medically necessary durable medical equipment (DME) and medical supplies. The DME and supplies must be covered under the Healthy Louisiana program. Medical supplies and DME must have prior authorization by AmeriHealth Caritas Louisiana. Please see the Prior Authorization section on [page 33](#) for more information.

Medical supplies are generally disposable items that serve a medical purpose. Supplies are:

- Primarily used for a medical purpose.
- Generally not useful to a person without illness or injury.
- Appropriate for use in the home.

Some examples of medical supplies are gauze pads, diabetic supplies, dressing tape, and ostomy supplies.

DME is generally an item and/or device that is meant to be used more than once and:

- Can withstand use.
- Is primarily and customarily used to serve a medical purpose.
- Is generally not useful to a person without illness or injury.
- Is appropriate for use in the home.

Some examples of DME are special medical beds, walkers, and wheelchairs.

### Pharmacy services

AmeriHealth Caritas Louisiana members are eligible for pharmacy benefits. If you need medicine, your doctor will write you a prescription to take to a participating pharmacy. You will find a list of participating pharmacies on our website at [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com). You can also get a hard copy of the AmeriHealth Caritas Louisiana participating pharmacy directory by calling Pharmacy Member Services at **1-800-424-1664**.

### Prescriptions

Your doctor will write a prescription for medicine to be filled by your pharmacist.

AmeriHealth Caritas Louisiana covers medicines that:

- Are medically necessary.
- The Food and Drug Administration (FDA) approves.
- Are not excluded by the Healthy Louisiana program.
- A doctor prescribes.

### Drug formulary (list of covered medicines)

Your drug formulary is the list of medicines covered by AmeriHealth Caritas Louisiana. As of May 1, 2019, Louisiana Medicaid and all Healthy Louisiana plans have moved to a single preferred drug list (PDL). The AmeriHealth Caritas Louisiana Preferred Drug List was replaced with the single PDL. This list helps your health care provider prescribe medicines for you. Brand-name and generic medicines are on the drug formulary. AmeriHealth Caritas Louisiana requires that generic medicines be used, when available. Some medicines also have limits, such as for quantity or age. Some medicines may not be covered until other medicines are tried first. If your doctor thinks you need to have a certain medicine before trying another, your doctor may ask for it through AmeriHealth Caritas Louisiana's prior authorization process. If a certain medicine is not listed on the drug formulary, your doctor may ask for it through AmeriHealth Caritas Louisiana's prior authorization (pre-approval) process. Your doctor may have to provide additional information to support the need for the medicine. For the drug formulary, go to our website at [www.amerihhealthcaritasla.com/pharmacy](http://www.amerihhealthcaritasla.com/pharmacy).

### Prior authorization (pre-approval)

Some medicines on the single PDL require prior authorization by AmeriHealth Caritas Louisiana. If your doctor writes a prescription for a medicine that requires prior authorization, your doctor will need to send us a prior authorization request form. We will review it and let your doctor know our decision. AmeriHealth Caritas Louisiana will cover the medicine if it is medically necessary. If it is not medically necessary, we will send you a letter that will tell you why. The letter will explain how to make an appeal if you want to do so.



## Benefits and Services

### Copays

AmeriHealth Caritas of Louisiana implements measures to help ensure that copays of Medicaid family members do not exceed five percent of the family income. Copay amounts will stop once the monthly threshold is met.

The copays for medication are as follows:

Copay calculated state payment
\$0.50 for \$10.00 or less.
\$1.00 for \$10.01 to \$25.00.
\$2.00 for \$25.01 to \$50.00.
\$3.00 for \$50.01 or more.

There will be no copay for members who are, for example:

- Younger than 21 years of age.
- Pregnant.
- Receiving emergency services.
- Federally recognized Native Americans or Alaska Natives.

### Pharmacy benefits for preventive care

These preventive medicines are a covered benefit with no copayment.

Medicine	Who is covered	Copay
Aspirin 81 mg	Girls and women ages 12 – 79; men ages 45 – 79	No
Breast cancer preventive medicine	Women and men ages 21 and older	No
Folic acid 0.4 mg	Girls and women ages 12 – 54	No
Folic acid 0.8 mg	Girls and women ages 12 – 54	No
HIV preexposure prophylaxis	Women and men ages 21 and older	No
Low to moderate dose statin cholesterol medicine	Women and men ages 40 – 75 with risk factors	No
Tobacco cessation medicine	Women and men ages 21 and older	No
Vitamin D 400 IU	Women and men ages 65 and older	No

Show your AmeriHealth Caritas Louisiana member ID card when you get your prescriptions. If you have questions, call Pharmacy Member Services at **1-800-424-1664**, 24 hours a day, seven days a week.

### Continuity of care (transition supply)

AmeriHealth Caritas Louisiana will supply the medicines you take regularly for chronic conditions (maintenance medicines) that are non-preferred on the single PDL for at least 60 days after you transition from the fee-for-service pharmacy program or another Healthy Louisiana plan.

### Participating pharmacies

You can get pharmacy services at any participating AmeriHealth Caritas Louisiana pharmacy. If you need a list of participating AmeriHealth Caritas Louisiana pharmacies, call Pharmacy Member Services at **1-800-424-1664**. You can also go to our website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com). Go to Pharmacy and then to Find a Pharmacy.

### Pharmacy member services

If you have questions, please call Pharmacy Member Services at **1-800-424-1664**. TTY users, please call **711**.

### Dental care

Dental care is a very important part of staying healthy at any age, but especially for young children. Members younger than age 21 are eligible to receive dental care, including exams, cleanings, X-rays, teeth sealants, and fluoride treatments.

The Louisiana Department of Health offers members the option to choose DentaQuest or Managed Care of North America (MCNA) as the child dental provider. For more information, call DentaQuest at **1-800-685-0143** or TTY **1-800-466-7566**, Monday to Friday, 7 a.m. to 7 p.m.; or MCNA at **1-855-702-6262** TTY **1-800-846-5277**, Monday to Friday, 7 a.m. to 7 p.m. You can also visit DentaQuest on the web at [www.DentaQuest.com](http://www.DentaQuest.com) or MCNA at [www.mcnala.net](http://www.mcnala.net).



## Benefits and Services

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Adults are eligible for the following each year:

### Emergency dental services

Coverage is limited to the emergency treatment of injury to natural teeth. Treatment includes, but is not limited to, x-rays and emergency oral surgery to temporarily stabilize the person. Adults are also eligible for the Adult Denture program with MCNA or DentaQuest. If you have any questions about your dental benefits, please call Member Services at **1-888-756-0004**, 24 hours a day, 7 days a week.

### Eye care

Regular eye exams are important. Call your in-network eye doctor to schedule a routine eye exam. You may also need to see an eye doctor for specialty care, such as treatment of accidental injury or trauma to the eyes, or treatment of eye disease.

### Eye care benefits for children (younger than 21 years of age)

Members younger than 21 years of age are eligible for a routine eye exam every calendar year, or more often if medically necessary. No referral is needed for routine eye exams with an eye doctor who is in our network. Members younger than 21 years of age are eligible to get 3 pairs of prescription eyeglasses per calendar year, or more often if medically necessary. You will need documentation from your eye doctor if you need more than 3 pairs of glasses per calendar year.

### Eye care benefits for adults

Adults 21 and older get

- One routine eye exam per calendar year with a \$0 copay
- One pair of prescription eyeglasses (frames and lenses) are covered once a year, limited to a \$100 material allowance.

Adults may be able to get contact lenses if:

- They are medically necessary.
- There is no other way to restore your vision.

AmeriHealth Caritas Louisiana does not reimburse for contact lenses for cosmetic purposes.

## Mental health and substance use services

### Introduction

AmeriHealth Caritas Louisiana works with mental health and substance use providers and community resources. This is to help provide you the best care using proven methods. Mental health and substance use care is based on the ideas of:

- **Member engagement.** We involve you and your family in decisions about your care.
- **Resilience.** A goal of your care is to improve your ability to adapt to stress and bad situations.
- **Strength-based practices.** Your care includes using your own strengths.
- **Evidence-based practices.** Providers use methods that are backed up by research.

### Benefits and services

AmeriHealth Caritas Louisiana members who think they need mental health or substance use services can talk to their primary care providers (PCPs). That's the best place to start.

Members can also find mental health providers by:

- Calling Member Services at **1-888-756-0004**.
- Visiting our website at [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com).
- Checking the Member Handbook.

### Covered services

Mental health and substance use services help members with difficulties with mental illness, drug use or alcohol use (substance use, addictive disorders, and drug and alcohol use disorders).

Your mental health and substance use benefits and services depend on your age and the type of Medicaid assistance you get. The following services are part of the AmeriHealth Caritas Louisiana Mental Health and Substance Use program:

- **Mental health outpatient services:** These services are planned, regularly scheduled visits to a doctor, counselor or therapist to talk about your mental health. These can include individual, family and group therapy, psychological and/or neuropsychological testing.

## Benefits and Services

- **Mental health and/or substance use inpatient hospitalization:** These services are the most intensive services available. Hospitalization usually occurs when you are at risk of harming yourself or others, experiencing a mental health and/or substance use crisis, when medications need close and continual checking, or when other services tried in the community have not helped to solve the problems that brought you in for service.
- **Gambling treatment help:** If you have a gambling problem or concerns, call or text the Louisiana Problem Gamblers Helpline **1-877-770-STOP (7867)** or visit <http://ldh.la.gov/index.cfm/page/2253>.
- **Psychiatric rehabilitation treatment facility (PRTF):** This service provides long-term mental health and substance use care in a 24-hour group living facility for members younger than age 21.
- **Therapeutic group home:** These are community-based 24-hour live-in services where the member lives in a home-like setting with other individuals to receive mental health or substance use services. This service is only available for members younger than age 21.
- **Psychosocial rehabilitation:** This service is for members who live within the community and is designed to help you achieve your goals and be able to continue to work and live in your community with family and friends. Members receive assistance in day-to-day life skills and related goals.
- **Community based services:** Clearly focused services provided in the community.
  - **Community psychiatric support and treatment (CPST):** Counseling services that are provided to you in your home, work or school.
  - **Multi-system therapy (MST):** This family-based service is for members 12 – 17 years of age. It provides home and community mental health and substance use services to help keep the member in the home. These services focus on providing a more safe, secure, and enhanced quality of life for the family.
  - **Peer support services.** Peer support services (PSS) are evidence-based behavioral health services that consist of a qualified peer support provider, who assists members with their recovery from mental illness and/or substance use. The PSS are provided by Certified Peer Support Specialists (CPSS), who are individuals with personal lived experience with recovery from behavioral health conditions and who are successfully navigating the behavioral health services system.

PSS are person-centered and recovery focused. PSS are face-to-face interventions with the member present.

PSS are designed to uphold the principles of individual choice and active involvement of members in their own recovery process.
- **Family functional therapy (FFT):** These services are for members 10 – 18 years of age and their families to help focus on behavioral issues like “acting out.” This service is provided in the home or community setting. It is designed to help members change their behaviors.
- **Homebuilders (HB):** This in-home service is for families with children from birth to age 18. The service provides clearly focused therapy, such as family counseling and parent training. These services focus on a more safe, secure and better-quality home life for the member and family.
- **Assertive community treatment (ACT):** This service is for adults with serious mental illness. A team of providers will work with the member where he or she lives. Services can include counseling, substance use disorder therapy, housing assistance and medication management.
- **Outpatient and residential services** for substance use disorders in accordance with the American Society of Addiction Medicine (ASAM) Levels of Care.
- **Crisis intervention and stabilization:** This is a service you can use any time of day or night, to help you when you are in a mental health or substance use crisis. If you feel you are in a crisis, call the 24-hour mental health and substance use Crisis Hotline at **1-844-211-0971**.
- **Addiction services:** These services help you deal with challenges due to drug and alcohol use. These

## Benefits and Services

services may or may not be offered in a hospital and are designed to help you stop using alcohol and/or drugs. If you use these services, you may or may not stay at the program overnight.

- **Opioid treatment program (OTP):** Effective **January 20, 2020**, Louisiana Medicaid added coverage of methadone as an authorized medication for opioid use disorder treatment provided in OTPs. OTPs treat persons who are diagnosed with opioid use disorder for at least one year. To be admitted to an OTP for treatment, you must: be at least 18 years old, unless you have consent from a parent or legal guardian (if applicable); have been addicted to opiates for at least one year; and meet federal exceptions as determined by your doctor.
- **Mental health and substance use services for adults:** Members with serious mental illness may be eligible for mental health rehabilitation services, such as psychosocial rehabilitation (PSR), assertive community treatment (ACT) and permanent supportive housing (PSH).  
If you believe you may qualify for these additional services, please talk to your doctor, counselor and/or care manager. Or you may call Member Services at **1-888-756-0004**.
- **Autism services:** Members diagnosed with autism spectrum disorder (including autistic disorder, Asperger's disorder, childhood disintegration disorder, Rett's disorder or pervasive developmental disorder) can receive medically necessary covered mental health services.

Members younger than 21 are eligible for applied behavior analysis (ABA) services. To access these services, contact your Care Manager who can submit a request for prior authorization, which will then be reviewed by AmeriHealth Caritas Louisiana.

If you have further questions about the ABA services, contact your Care Manager who can give you more information and help submit a request for prior authorization for services, if needed. You can also contact our Member Services Call Center at **1-888-756-0004**, 24 hours a day, seven days a week.

For information on how to receive AmeriHealth Caritas Louisiana covered services, please contact Member Services at **1-888-756-0004**.

### Other services

There are other services and community supports that may be available through the mental health, intellectual disabilities, and drug and alcohol programs in your parish. AmeriHealth Caritas Louisiana can help you to access those services.

We can help you find out any costs that may apply to you. We can also help you find ways of covering those costs.

With your permission as needed, AmeriHealth Caritas Louisiana works with other providers to help you organize your treatment and support.

The following are services you may qualify for, but they are not covered services through AmeriHealth Caritas Louisiana:

- **Coordinated system of care (CSOC):**  
CSOC services are not covered or managed by AmeriHealth Caritas Louisiana. This special program helps members 21 years of age and younger who have serious mental health and substance use issues (and are at risk for out-of-home placement) and their families. Services include parent support and training, youth support and training, building independent living and skills, and short-term respite and wrap-around facilitation. Wrap-around facilitation means we want you to have 1 facilitator to coordinate services for all your health care needs. If you believe you may qualify for these services, please contact AmeriHealth Caritas Louisiana Member Services at **1-888-756-0004**.

AmeriHealth Caritas Louisiana will ask you a few questions to see if you might qualify. If so, AmeriHealth Caritas Louisiana will provide your information to the management company who will contact you for further assessment for CSOC. If you do not qualify, AmeriHealth Caritas Louisiana can help you find other services to meet your needs.

### Behavioral Health Crisis Services

AmeriHealth Caritas Louisiana has four new behavioral health crisis services that can help you in times of behavioral health emergencies, usually preventing an emergency room visit.

1. Mobile Crisis Response is a crisis service that has

## Benefits and Services

a team of two behavioral health professionals who meet you at your preferred location. The location can be your home or somewhere else in the community.

2. Community Brief Crisis Support is a counseling service available to you for up to two weeks. The counseling sessions occur in locations where you are the most comfortable, which can be your home, the counselor’s office, or somewhere else in the community.
3. Behavioral Health Crisis Care services are provided in behavioral health emergency care centers. These centers only provide behavioral health services and are staffed by Peer Support Specialists and other behavioral health professionals.
4. Behavioral Health Crisis Stabilization services are provided in a behavioral health emergency care center. These centers only provide behavioral health services and are staffed by licensed social workers, psychiatrists, and psychiatric nurses.

For more information about these behavioral health crisis services or to get linked to a behavioral health crisis service, call the AmeriHealth Caritas Louisiana behavioral health crisis phone line at **1-844-211-0971**.

Appointment accessibility standards	
Mental health and substance use	AmeriHealth Caritas Louisiana standard
<b>Routine or non-urgent visits:</b> These services are planned, regularly scheduled visits to a doctor, counselor or therapist to talk about your mental health.	Within 14 days.
<b>Urgent care:</b> These are mental health or substance use issues that need help within 24 to 48 hours.	Within 24 hours, 7 days per week. An appointment shall be arranged within 48 hours of request.
<b>Emergent, crisis or emergency:</b> This service may be needed if you are having feelings or thoughts of harming yourself or others.	Within 1 hour of the request. Call the Crisis Hotline at <b>1-844-211-0971</b> .

### Finding a mental health provider

If you need to find a mental health provider, you can go to [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com) and click on Find a Provider. This will take you to the online Provider Directory where you can find a list of all mental health and substance use providers in the AmeriHealth Caritas Louisiana network. Go to the mental health and substance use section for this list. You can also call Member Services at **1-888-756-0004** if you would like to receive a paper copy of the Provider Directory at no cost.

When you request an appointment with a mental health or substance use provider, you should expect to get an appointment within these time periods.

### Children’s rights for mental health services

The age of consent for AmeriHealth Caritas Louisiana members to receive inpatient and outpatient mental health and substance use services is 16. This means minors 16 years old and older can receive mental health treatment with or without their parent’s approval.

If you or your child or adolescent would like more detailed information, please call AmeriHealth Caritas Louisiana. We will try to help you or your child or adolescent better understand the rights your child or adolescent has.

### “In lieu of” services

AmeriHealth Caritas Louisiana covers the following “in lieu of” services:

- 23-hour observation bed services for adults ages 21 and older.
- Behavioral health crisis care.
- Crisis stabilization units for adults ages 21 and older.
- Freestanding psychiatric hospitals for adults ages 21 – 64.
- Injection services provided by licensed nurses to adults ages 21 and older.
- Mental health intensive outpatient programs.
- Mobile crisis response.
- Population health management programs.

You can also call Member Services at **1-888-756-0004**, 24 hours a day, seven days a week, if you need more information.



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### Family planning services

AmeriHealth Caritas Louisiana covers family planning supplies provided through a participating pharmacy. There are no copays for these supplies, such as birth control medications.

You can go to any AmeriHealth Caritas Louisiana or Medicaid doctor or clinic you choose for family planning services. You can choose doctors and clinics not in the AmeriHealth Caritas Louisiana network. You do not need a referral for routine family planning services.

### Getting care if you are pregnant

It is important to see your obstetrician (OB) regularly while you are pregnant and to keep all your appointments. This will help you and your baby stay healthy. Your OB office must schedule an appointment for you within a certain number of days from when they learn you are pregnant. Your appointment must be within:

- 14 days when you are in your first 3 months of pregnancy (first trimester).
- 7 days when you are in your second 3 months of pregnancy (second trimester).
- 3 days when you are in your last 3 months of pregnancy (third trimester).
- 3 days when you have a high-risk pregnancy, or immediately if you have an emergency.

In an emergency, call **911** or go to the nearest emergency room.

If you are pregnant, remember to:

- Call AmeriHealth Caritas Louisiana at **1-888-756-0004**.
- Call the LA Medicaid Customer Service Line at **1-888-342-6207** to update your information. TTY users, please call **1-800-220-5404**. You can also go to your local Medicaid Eligibility Office or
- Go online to <https://myplan.healthy.la.gov/>.
- Make an appointment with your OB and keep all your appointments while you are pregnant.
- Make an appointment with your dentist and brush your teeth regularly.
- Quit smoking if you smoke.

- Choose a doctor for your baby before your baby is born.
- Join our Bright Start® maternity program by calling **1-888-913-0327**.

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**If you think you are pregnant, call your PCP. As soon as you know you are pregnant, call your obstetrician (OB).**

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### Tobacco Cessation for Pregnant Women

AmeriHealth Caritas Louisiana will cover tobacco cessation counseling and pharmacotherapy as extended services for pregnant women. The counseling sessions will be face-to-face with your primary care provider (PCP) or your OB/GYN provider. Tobacco cessation counseling may be provided by other appropriate healthcare professionals upon referral from your PCP or OB/GYN provider, but all care must be coordinated.

During the prenatal period through 60 days postpartum, you can receive up to four tobacco cessation counseling sessions per quit attempt, up to two quit attempts per calendar year, for a maximum of eight counseling sessions per calendar year. These limits may be exceeded if deemed medically necessary.

### Sterilization

Sterilization is defined as any medical treatment, operation, or procedure done on a male or female patient for the purpose of permanent birth control.

Sterilization must be conducted in accordance with Louisiana state Medicaid policy and federal regulations. All procedures must be documented with a completed Consent for Sterilization form.

AmeriHealth Caritas Louisiana covers sterilization if the following requirements are met:

- The person to be sterilized will give informed consent not less than 30 calendar days (or not less than 72 hours in the case of premature delivery or emergency abdominal surgery) but not more than 180 calendar days before the date of the sterilization. A new consent form is required if 180 calendar days have passed before the surgery

## Benefits and Services

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is provided. The consent for sterilization cannot be obtained while the patient is in the hospital for labor, childbirth, abortion, or under the influence of alcohol or other substances that affect the patient's state of awareness.

- The person to be sterilized is at least 21 years old at the time consent is obtained.
- The person to be sterilized is mentally competent.
- The person to be sterilized is not institutionalized (not involuntarily confined or detained under a civil or criminal status in a correctional or rehabilitative facility or confined in a mental hospital or other facility for the care and treatment of mental illness, whether voluntarily or involuntarily committed).
- The person has voluntarily given informed consent on the approved Consent for Sterilization form.
- Providers must submit the appropriate signed and dated consent form at the time of the claim submission as outlined in accordance with the rules and regulations of state and federal requirements.

Hysterectomies performed only for the purpose of terminating the capability to become pregnant are not covered.

For more information about sterilization, please contact Member Services, 24 hours a day, seven days a week, at **1-888-756-0004**. For TTY, call **1-866-428-7588**.

## Getting Care for Your Family

### Bright Start® program for pregnant members

The Bright Start maternity program helps you stay healthy when you are pregnant and helps you have a healthy baby. The Bright Start program gives you information about the importance of:

- Taking your prenatal vitamins with folic acid.
- Eating right.
- Staying away from drugs, alcohol and smoking.
- Practicing safe sex.

We have information on other services, like:

- Food and clothes.
- Transportation.
- Quitting smoking. Call **1-800-QUIT-NOW**.
- The Women, Infants and Children (WIC) program. Call **1-800-251-BABY (1-800-251-2229)**.
- Help with drug, alcohol or mental health issues.
- Help with domestic abuse. Call the Domestic Abuse Hot Line at **1-888-411-1333**.
- If you plan to breast feed, there are many resources available to you:
  - [www.zipmilk.org](http://www.zipmilk.org).
  - [www.louisianabreastfeeding.org](http://www.louisianabreastfeeding.org).
  - [www.1800251baby.org](http://www.1800251baby.org).
  - [www.lllalmsla.org](http://www.lllalmsla.org).
  - [www.gnobac.org](http://www.gnobac.org) —  
For members in the greater New Orleans area.
  - [www.acadianabreastfeeding.org](http://www.acadianabreastfeeding.org) —  
For members in the Lafayette area.
  - [www.breastfeedingnela.com](http://www.breastfeedingnela.com) —  
For members in northeast Louisiana.
- Home care.
- Helping you understand your emotions.



You may be eligible for home health care or special medical equipment. You can also get transportation to office visits. Call us to find out more information. You can reach Bright Start toll-free at **1-888-913-0327**.

It is important to choose a doctor for your baby before your baby is born. You will be asked at the hospital when you deliver. If you need help choosing a doctor for your baby, please call Member Services at **1-888-756-0004**.

If you are at risk for complications or have had a baby early before, an AmeriHealth Caritas Louisiana Bright Start care manager will help watch your pregnancy even closer by:

- Calling you monthly or more often, as needed.
- Sending you written information about problems during pregnancy.
- Helping you access health and wellness advice from a nurse 24 hours a day, 7 days a week.

Women who have already had a preterm birth have a 30% – 40% chance of having another baby born too early unless steps are taken to reduce that risk. Preterm birth is when a baby is born before 37 completed weeks of pregnancy. Babies who are born too early can have health problems, such as brain damage, asthma and vision problems. 17P is a hormone medicine for pregnant women who have already had a preterm birth. OB doctors and nurses will let you know if you can be helped by 17P.



## Getting Care for Your Family

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### Postpartum (after birth)

If you are in a postpartum period, please make sure you:

- Call your OB to make an appointment for your postpartum checkup. Try to get an appointment within 3 to 7 weeks after you have your baby, unless your doctor wants to see you sooner.
- Call AmeriHealth Caritas Louisiana's Member Services at **1-888-756-0004** to let us know the baby's name and the name of your baby's doctor. We can help you choose a doctor for your baby if you have not already chosen one.
- Call the baby's doctor to make an appointment for your baby. Your baby should have an appointment when he or she is 2 to 4 weeks old, unless the doctor wants to see your baby sooner.

Sometimes women feel down or sad after having a baby. This is normal. Please ask yourself these 2 questions:

- During the past month, have I often been bothered by feeling down, depressed or hopeless?
- During the past month, have I often had little interest or pleasure in doing things?

If you answered "yes" to one or both of these questions, please call our Bright Start department using our toll-free number at **1-888-913-0327**.

We want to help you get the care you need.

### Bright Start and the NICU (neonatal intensive care unit) Graduate program

In addition to prenatal care management, the Bright Start department also offers care management to you after your baby is discharged from the hospital if he or she has been in the NICU.

We refer to it as the Bright Start/NICU Graduate program. This program is at no cost for mothers who may need extra help during their baby's first year of life.

Effective **February 1, 2022**, we will cover human milk storage bags for lactating mothers with the following:

- Prescription signed by prescribing physician.
- Documentation that they are lactating (This can be included on the prescription or submitted separately).

Storage bags will be limited to 100 bags per month.

## Getting Care for Your Family

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### Care for your child: Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

AmeriHealth Caritas Louisiana cares for our members younger than 21 years of age through a special health care program called Early and Periodic Screening, Diagnosis and Treatment (EPSDT). This program helps us make sure your child gets the medical care he or she needs to help prevent and/or find out about childhood diseases and illnesses early. We have care managers in our EPSDT department that can help you with questions you may have. Please call us at **1-888-643-0005**.

Your child can see a pediatrician, a family practice doctor, a certified registered nurse practitioner (CRNP) or specialist if the child's condition requires it. The provider you choose for your child will be your child's PCP. To keep your child healthy, you need to make regular appointments with your child's PCP. This is called a well-child visit and is important at every age. This is different from a visit to the PCP when your child is sick.

At a well-child visit, the PCP will give your child an exam. What the PCP does during the exam depends on the age of your child. The PCP will ask questions, order tests and check your child's growth based on how old your child is.

At any given well-child visit, your child's PCP can provide the following services:

- A complete, unclothed physical exam.
- Immunizations (shots).
- Lab tests, including blood tests, lead-level screening and urine tests.
- Vision and hearing tests.
- Dental screen.
- Growth measurements.
- Blood pressure check.
- Health and safety education.
- Complete history of your child's health and development.
- Check body mass index (BMI).

- Track your child's development and eating habits.
- Referral to a specialist, when medically necessary.

If you have questions or want to find out more about this program, call the EPSDT department at **1-888-643-0005**.

### EPSDT expanded services

EPSDT has other services for children with special health care needs. These services are called "expanded services." If your child has a special health care need, he or she may be eligible for these services. Talk to your child's PCP. The PCP can talk to a care manager about getting approval for these expanded services.

### LINKS notice

We would like to inform you of AmeriHealth Caritas Louisiana's participation in the Louisiana Immunization Network for Kids Statewide (LINKS) through the Louisiana Department of Health. Through this program, your immunization data will be provided to AmeriHealth Caritas Louisiana to ensure coordination of care. If you have any questions, please contact Member Services at **1-888-756-0004**.

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### My "To Do" List

- ✓ **Make an appointment for my baby's first doctor visit.**
  - ✓ **Have my child see the PCP for his or her shots and screenings.**
  - ✓ **Make sure my teenager sees the PCP every year for a checkup.**
  - ✓ **Make appointments for my child to see the dentist every 6 months.**
  - ✓ **Have my children's eyes checked.**
  - ✓ **Get my checkup so I can stay healthy for my child!**
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## Special Programs

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### Integrated health care management

AmeriHealth Caritas Louisiana believes in taking care of the whole person. That's why we offer our Care Management program. This program has care managers who can help you take charge of your health care needs for a better quality of life.

The Care Management program is a way for us to partner with you and your doctor(s) as you face challenges to your health. It is a way to make sure you get the right care at the right time. Here are some things we can help you with:

- Getting to your health care appointments.
- Getting the health care support services you need.
- Learning more about your health condition(s).
- Getting the medicine your doctor has ordered for you.
- Finding helpful resources for your health care needs.

If you have any questions about the Care Management program, please contact the AmeriHealth Caritas Louisiana Rapid Response department at **1-888-643-0005** and ask to speak with Care Management.

### Integrated health care programs

AmeriHealth Caritas Louisiana has special programs to help you stay healthy. You do not need a referral from your primary care provider (PCP) to be a part of any of our disease or case management programs. If you have one of the health care conditions listed below, you could become a part of one of our special programs.

- Asthma.
- Diabetes.
- Heart disease.
- Sickle cell anemia.
- Obesity.
- Hepatitis C.
- Human immunodeficiency virus (HIV).

There are a few ways you can be a part of one of these programs:

- Your PCP, specialist or health care provider may talk to you about becoming a part of the program. He or she will call us to get you connected.
- We may see from your health history that you would benefit from a program. We will send you information in the mail about becoming a part of a program.
- You can just ask! Call Member Services at **1-888-756-0004** and ask about any one of these programs.

These programs help you better understand your condition. A care manager registered nurse (RN) helps coordinate your health care and sends you information about your condition. If you have extra needs, your care manager will work with you and your PCP by telephone based on your individual health needs. You will set and work on personal goals to improve your health and quality of life. The care manager RN will assist you with understanding your medications, treatments, physician instructions, locate community resources, provide individualized education about your disease and help to navigate the health system.

Your responsibility when engaging in the Care Management special programs:

- Update contact information (especially phone number and address) as soon as possible.
- Follow the individualized plan of care.
- Communicate any changes in plan of care.

As an AmeriHealth Caritas Louisiana member, you have the right to say you do not want to be a part of one of these programs. You can tell us on the phone or in writing. If you do not want to be a part of one of these programs, it will not change your AmeriHealth Caritas Louisiana benefits in any way. It also will not change the way you are treated by AmeriHealth Caritas Louisiana and our providers or the Louisiana Department of Health.

## Special Programs

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### **Integrated health care programs (continued)**

If you have any questions about our special programs, or do not want to be a part of these programs, call the Care Coordination program at **1-888-643-0005** or write to:

**Care Coordination Program**  
**AmeriHealth Caritas Louisiana**  
**P.O. Box 7323**  
**London, KY 40742**

You can also send a fax to **1-877-724-4838**.

### **Asthma**

Asthma is a long-term illness that makes the airways in your lungs swollen or blocked. When you have asthma, the tubes that carry air in and out of your lungs can become narrow or filled with mucus. This makes it hard to breathe. Certain triggers can cause this to happen. Triggers can include dust, perfume, cold air, smoke, pollen and pets.

Without the right care, asthma can:

- Make it hard for you to breathe.
- Stop you from playing sports, dancing, and being a part of other physical activities.
- Make you miss work or school.
- Be dangerous to your life.

Asthma can be controlled. The Asthma program will help you learn about the medicines and equipment that help keep asthma in control.

### **Diabetes**

People with diabetes have too much sugar in their blood and/or not enough insulin to help change the sugar in food into energy. AmeriHealth Caritas Louisiana wants to work with you to help you control your diabetes and live a healthy, active life. Without the right care, diabetes can:

- Cause blindness and kidney disease.
- Make it easier to get infections, especially of the feet.
- Put you at a higher risk for heart disease and stroke.
- Cause nerve damage.
- Make you feel tired or thirsty all the time.

The Diabetes program will help you learn about diabetes. It will also help you understand the medicines you are taking. The program will help explain the importance of the foods you eat and the importance of testing the level of sugar in your blood.

### **Cardiovascular programs**

#### **Heart disease**

Heart disease, also called coronary artery disease, is a long-term illness that affects the coronary arteries in the heart. With heart disease, cholesterol builds up on the walls of the arteries. The arteries become narrowed and blocked. This slows the blood flow to the heart muscle.

Without the right care, heart disease can:

- Cause chest pressure or pain with activity or rest.
- Cause a heart attack.
- Cause a stroke.
- Cause heart failure.
- Be very dangerous to your life.

The Heart Disease program will help you learn about your condition. The program will explain why it is important to check your blood pressure and cholesterol and why you need to eat healthy and exercise.

## Special Programs

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### Heart failure

Heart failure is a long-term illness that affects the ability of your heart to pump blood. When you have heart failure, your heart muscle is weak and fluid builds up. Without the right care, heart failure can:

- Make your ankles swell.
- Make it difficult for you to breathe.
- Make your heart work harder.
- Cause chest pressure or pain with activity, or even when you rest.
- Lower your energy level.
- Be very dangerous to your life.

The Heart Failure program will help you learn about your condition and help you understand the medicines you are taking. The program will help explain why it is important to weigh yourself and avoid foods that can make you retain fluids (get puffy feet, or “hold water”).

### Sickle cell anemia

Sickle cell anemia is a blood disorder a person is born with. When you have sickle cell anemia, some of the blood cells in your body are not a normal shape. These cells can block blood flow. This can cause pain. It may also cause infections and other complications. The Sickle Cell Anemia program will help you learn about getting care and how to decrease pain.

The program will also help you learn about the risk of having a stroke and how important it is to get your immunizations (shots). By learning about sickle cell anemia, your medicines and lifestyle, you can decrease or even not have pain episodes and other complications.

### Obesity

Obesity is a common problem in Louisiana. More people are becoming obese or overweight for behavior, environment and genetic reasons.

If you are identified as obese or overweight, you are at risk for coronary artery disease; Type 2 diabetes; certain cancers (endometrial, breast and colon); hypertension; dyslipidemia, including high cholesterol and high triglyceride levels; stroke, liver and gallbladder disease; sleep apnea; respiratory problems; osteoarthritis; and gynecological problems, such as abnormal menses and infertility.

Overweight is defined as a body mass index (BMI) of 25 or higher; obesity is defined as a BMI of 30 or higher. An adult who has a BMI between 25 and 29.9 is considered overweight. An adult who has a BMI of 30 or higher is considered obese.

The Obesity program will help you:

- Choose dietary and lifestyle changes.
- Develop an exercise regimen.
- Monitor your progress periodically.
- Identify behavior therapy as needed.
- Monitor medication treatment as needed.
- Reinforce smoking cessation.
- Identify community resources promoting weight loss and healthy lifestyles.

### Rapid Response and Outreach Team

Sometimes members have special medical conditions. You may need help coordinating with health care providers or with other organizations. This includes help with behavioral health, dental or eye care, community organizations and social service agencies. The Rapid Response and Outreach Team is here to help you with transportation, accessing needed doctors and medications, and other critical needs. If you think you or a member of your family needs this kind of help from the Rapid Response and Outreach Team, call them at **1-888-643-0005**.

## Special Programs

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### Breast cancer screening

AmeriHealth Caritas Louisiana encourages you to do a breast self-exam every month. We also want you to talk to your doctor about getting a mammogram after the age of 40. A mammogram is an X-ray of your breasts. Your doctor may want you to get a mammogram earlier. Talk to your doctor. A mammogram and monthly self-exams can find breast cancer early. Cancer found early is easier to treat. A mammogram can show a lump before you or your doctor can feel it. Finding and treating cancer early can save your life. Make sure you:

- Talk to your doctor about when to get your mammogram.
- Talk to your doctor or call Member Services at **1-888-756-0004** about where to get your mammogram.
- Get a prescription from your doctor and make an appointment to have your mammogram.

You do not need a referral or prior authorization to get a mammogram. See [page 32](#) for more information on self-referrals.

### Human immunodeficiency virus (HIV)

HIV is a virus that causes acquired immune deficiency syndrome (AIDS). The state of Louisiana is one of the highest-ranking states with the highest number of people who have a diagnosis of HIV in the United States.

The HIV program is nonjudgmental and will help you learn about taking care of yourself. You will be treated with dignity and respect while developing a relationship with the care manager, a registered nurse who will help you learn about the disease. All of your medical information will be protected.

The goals of the HIV program are to:

- Help you stay healthy by sustaining a low viral load (less than 200 copies/mL).
- Help you understand the different tests and screenings.
- Help teach adherence to the antiretroviral therapy (ART) medications.
- Keep you out of the hospital.
- Help you find resources in the community.

### Hepatitis C

Hepatitis C is an infectious disease caused by the hepatitis C virus (HCV). Hepatitis C infection often does not have any symptoms. Chronic infection can lead to cirrhosis of the liver, which is scarring of the liver. This may lead to other serious diseases like liver failure or liver cancer.

The hepatitis C program focuses on helping patients to:

- Understand and manage medications.
- Improve adherence to medication regimen.
- Provide information about recommended vaccinations.
- Improve self-management.
- Understand behavioral risk.



## Getting Care

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### Getting care when you are away from home

There are times you need care when you are away from home. If you are sick or need urgent or emergency care in the United States while you are away from home, here is what you should do:

- If you think you have an emergency, call **911** or go to the nearest emergency room (ER).
- If you need urgent care, or are sick, but you do not think it is an emergency, call your primary care provider (PCP). Your PCP will help you decide if you need to go to the nearest ER or urgent care center.
- If you do not know who your doctor is or if you do not have your doctor's number with you, you can call Member Services at **1-888-756-0004**. The phone number for Member Services is also on the back of your member ID card. We will help you reach your doctor and get the care you need.
- If you get care in the ER and you are admitted to the hospital while you are away from home, have the hospital call AmeriHealth Caritas Louisiana. The phone number is listed on the back of your member ID card. Remember, Member Services is here to help you 24 hours a day, 7 days a week.

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When you are away from home and cannot reach your doctor, call the Nurse Call Line! The Nurse Call Line is there for you 24 hours a day, 7 days a week. Call **1-888-632-0009**. When you call the toll-free Nurse Call Line, they will:

- Ask you questions about your health. They will ask you to explain how you are feeling.
- Give you information on where to get care based on your symptoms.
- Give you information to help you decide what other care you need.

Please remember the Nurse Call Line does not take the place of your doctor. Always follow up with your doctor if you have questions about your health care.

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### Weather emergencies and other disasters

AmeriHealth Caritas Louisiana will be going through the same weather emergencies and other disasters that you are. We have created programs and have specially trained staff to help you before an event. We will work with the state to help you during emergencies, and will also be there to assist afterwards. What will make you safest is having the best information available. We will help with that. Carry your AmeriHealth Caritas Louisiana member ID card that has the phone number and website you can use to receive updates. We will update that information by working closely with the parishes and the state. Visit our website at [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com) for more information on weather emergencies. Examples include:

- Warnings about the start of the hurricane season.
- How to prepare for a weather emergency.

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### Hurricane emergency evacuation preparedness checklist:

- ✓ Medications (1-week supply).
  - ✓ Insurance card.
  - ✓ Identification.
  - ✓ Equipment (walker, cane and/or crutches).
  - ✓ Nebulizer/CPAP.
  - ✓ Wound-care supplies.
  - ✓ Special foods and supplements.
  - ✓ Personal hygiene items.
  - ✓ Flashlights.
  - ✓ Batteries.
-



## Getting Care

### We pay attention to your care

AmeriHealth Caritas Louisiana's licensed doctors and nurses monitor the services given to all members. They also make decisions about medically necessary care and services. They make these decisions using:

- Nationally accepted clinical guidelines approved by the Louisiana Department of Health.
- All of the medical information they know.
- Your Medicaid benefits.
- Your personal medical needs.

AmeriHealth Caritas Louisiana does not reward health care providers for denying, limiting or delaying benefits or health care services. We also do not give incentives to our staff making decisions about medically necessary services or benefits to provide less health care coverage and services.

### Dedication to quality care

AmeriHealth Caritas Louisiana is always looking for new ways to improve your health and serve you better. We look at new treatments and new technologies to see if they will help you and your family. We also send information to our providers to help them make decisions about your care. These guidelines are taken from national and regional health care associations, task forces and medical research. For a copy of AmeriHealth Caritas Louisiana's preventive health and clinical practice guidelines, call Member Services at **1-888-756-0004** (TTY: **1-866-428-7588**). Member Services is available 24 hours a day, 7 days a week. You can also go to [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com).

Providers in AmeriHealth Caritas Louisiana's network are encouraged to give quality care to you and your family. We monitor if the health care and services are being used in the right way, and if they are appropriate and needed. One of the ways we measure this is through a tool called the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures how well AmeriHealth Caritas Louisiana and doctors in the plan network are helping you improve and/or maintain your health. We also have member satisfaction surveys every year, which are publicly reported. We also give member education on health-related issues.

### Medical necessity

AmeriHealth Caritas Louisiana services and benefits are medically necessary as defined by Medicaid.

To be considered medically necessary, services must be both of the following:

- Deemed reasonably necessary to diagnose, correct, cure, alleviate, or prevent the worsening of a condition or conditions that endanger life, cause suffering or pain, or have resulted or will result in a handicap, physical deformity, or malfunction.
- Those for which no equally effective, more conservative, and less costly course of treatment is available and suitable for the recipient.

This type of service must be specific to each person. It must also be linked to an injury or illness. The treatment should not be more or less than what is needed.

Services that are experimental, non-FDA approved, investigational, or cosmetic are specifically excluded from Medicaid coverage and will be deemed "not medically necessary." The Medicaid Director, in consultation with the Medicaid Medical Director, may consider authorizing services at his discretion on a case-by-case basis.

If you need help understanding any of this information, please call Member Services at **1-888-756-0004**.

### Referrals

AmeriHealth Caritas Louisiana does not require a referral from your PCP to see a network specialist. However, we encourage you to coordinate specialist care with your PCP.

## Prior Authorization

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Some services and procedures need to be approved as “medically necessary” by AmeriHealth Caritas Louisiana before your PCP or other health care provider can provide the services. This process is called “prior authorization.”

### Nonparticipating health care professionals and providers

There may be times when your PCP needs to give you a referral to a doctor who is not part of the AmeriHealth Caritas Louisiana network. When that happens, your PCP will need to get approval ahead of time (prior authorization). The prior authorization process is described below.

### Prior authorization process

1. Your PCP or other health care provider must give AmeriHealth Caritas Louisiana medical information to show that the service or medication is medically necessary.
2. AmeriHealth Caritas Louisiana nurses review the medical information. The nurses use clinical guidelines approved by the Louisiana Department of Health to see if the service is medically necessary.
3. If the request cannot be approved by an AmeriHealth Caritas Louisiana nurse, an AmeriHealth Caritas Louisiana doctor will review the request.
4. If the request is approved, we will contact your health care provider.
5. If the request is not approved, a letter will be sent to you and your health care provider telling you the reason for the decision.
6. If you disagree with the decision, you may file a member appeal. See [page 44](#) for information about grievances, appeals, and state fair hearings.
7. You may also call Member Services for help in filing a grievance, appeal, or state fair hearing.

Please talk to your doctor about the services you need and if they will need prior authorization.

As an AmeriHealth Caritas Louisiana member, you are not responsible to pay for medically necessary, covered services.

You may have to pay when any of the following applies:

- You receive a service from a provider who is not in the AmeriHealth Caritas Louisiana network and prior authorization was not given to see this provider (except for emergency services).
- The service provided is not covered by AmeriHealth Caritas Louisiana and your provider told you that it is not covered before you received the service.

## Services Not Covered

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Some of the services that are not covered by the Healthy Louisiana program and/or AmeriHealth Caritas Louisiana include, but are not limited to, the following:

- Services that are not medically necessary.
- Services provided by a health care provider not in the AmeriHealth Caritas Louisiana network, except for:
  - Emergency services (You have the right to obtain emergency services at any hospital or other emergency facility.)
  - Family planning services.
  - When otherwise approved by AmeriHealth Caritas Louisiana.
- Services that require authorization by AmeriHealth Caritas Louisiana, but are not approved by AmeriHealth Caritas Louisiana.
- Elective abortions.
- Elective cosmetic surgery.
- Experimental or investigational drugs, procedures and equipment, unless approved by the secretary of the Louisiana Department of Health.

**This is not a complete list of non-covered services.**

AmeriHealth Caritas Louisiana may not cover all of your health care expenses. You may be responsible to pay for services if you have been told ahead of time that AmeriHealth Caritas Louisiana does not cover the services. It is important to check with your PCP or AmeriHealth Caritas Louisiana Member Services to find out which health care services are covered.

## New technology

AmeriHealth Caritas Louisiana wants members to have safe and effective care. AmeriHealth Caritas Louisiana looks at new medical technology, new drugs and new uses for existing technology throughout the year. The new technology may be approved when it is proven to be at least as medically safe and useful as existing technology. AmeriHealth Caritas Louisiana uses nationally recognized guidelines from scientific journals and the Centers for Medicare & Medicaid Services (CMS). AmeriHealth Caritas Louisiana also has a Quality of Clinical Care Committee that will review individual technology and drug requests from members and AmeriHealth Caritas Louisiana providers. The Quality of Clinical Care Committee or chief medical officer can decide to cover the new technology and drug. If AmeriHealth Caritas Louisiana adopts the new technology or drug, you and your provider(s) will be told about the change.

## Other Benefits and Services

### Getting other benefits and services

The following benefits and services are not offered by AmeriHealth Caritas Louisiana, but are available to AmeriHealth Caritas Louisiana members. We can help you get these services. If you have questions or need help, call Member Services at **1-888-756-0004**.

<b>Medicaid services not offered by AmeriHealth Caritas Louisiana</b>	
<b>Service</b>	<b>Contact</b>
Adult dentures	<p>Call MCNA Dental: <b>1-855-702-6262</b> (Monday – Friday, 7 a.m. – 7 p.m.) TTY (Hearing Impaired): <b>1-800-955-8771</b></p> <p>Call DentaQuest <b>1-800-685-0143</b> (Monday – Friday, 7 a.m. – 7 p.m.) TTY (Hearing Impaired): <b>1-800-466-7566</b></p>
Long-term personal care services (non-EPSDT)	Louisiana Options in Long Term Care at <b>1-877-456-1146</b> .
Services provided through LDH’s Early Steps Program	Louisiana Office for Citizens with Developmental Disabilities at <b>1-866-783-5552</b> .
Intermediate care facility for the developmentally disabled (ICF/DD) services	Your Medicaid caseworker at <b>1-225-342-0095</b> .
Individualized Education Program (IEP) services provided by a school district billed through the intermediate school district, or school-based services funded with certified public expenditures (these services are not provided by the Office of Public Health, or OPH, certified school-based health clinics)	Your Medicaid caseworker at <b>1-225-342-0095</b> .
Coordinated systems of care (CSOC)	Call Member Services at <b>1-888-756-0004</b> .

## Other Benefits and Services

Benefit limits	
Benefit	Limits
Chiropractic care	<p>Chiropractic spinal manipulation services are covered only for members up to the age of 21.</p> <ul style="list-style-type: none"> <li>• Each member can get 1 diagnostic evaluation per 180 days.</li> <li>• Each member cannot have more than 2 diagnostic evaluations per calendar year.</li> <li>• Each member cannot go over \$50.00 for radiology services per 180 days. Each member cannot go over \$100.00 per calendar year.</li> </ul>
Home health care	<p>Private-duty nursing (extended nursing services) is covered when medically necessary for members under age 21 only.</p> <p>Personal care services are covered when medically necessary for members under age 21 only.</p>
Observation	Observation is limited to 48 hours.
Rural health center services	Each member is limited to 1 medical visit (including basic mental health services) per day.
Home health services	<p>From birth through age 20, prior authorization is required for multiple visits on the same day.</p> <p>Members ages 21 and older are:</p> <ul style="list-style-type: none"> <li>• Limited to 1 visit per day.</li> <li>• Limited to 50 visits per calendar year (physical therapy and occupational therapy excluded).</li> </ul>

## Other Benefits and Services

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### Exception process

For requests beyond the benefit limit, a prior authorization must be submitted by your PCP, along with supporting clinical information.

### If you have other health insurance

If you have other medical insurance, all your medical insurance companies need to know. You are responsible for giving that information to AmeriHealth Caritas Louisiana and your health care providers.

### Other sources of payment

As an AmeriHealth Caritas Louisiana member, you are responsible for letting us know if there are other possible sources of payment for your medical care. You need to let us know immediately if:

- You have a workers' compensation claim.
- You have a personal injury or medical malpractice suit.
- You have been involved in an automobile accident.
- Medicaid is the payer of last resort. We must be told when there could be another source of payment for your medical care.

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Call Member Services at **1-888-756-0004** to give us your other medical insurance information.

Medicaid is the payer of last resort. This means that if you have other medical insurance, your other medical insurance must be billed first. AmeriHealth Caritas Louisiana can only be billed for the amount that your other medical insurance is not required to pay. Please remember you are required to show all of your medical cards at each doctor's office and/or pharmacy visit. This helps make sure your health care bills get paid.

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## Loss of Benefits

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### Loss of benefits

You can be disenrolled from AmeriHealth Caritas Louisiana if:

- You are no longer receiving (eligible for) Medicaid. If your case reopens within 60 days, you will be re-enrolled into AmeriHealth Caritas Louisiana.
- You move out of Louisiana. You must find out about Medicaid in your new state.
- You become an inmate in a public institution.
- You commit intentional fraud.

You will be disenrolled from AmeriHealth Caritas Louisiana and get health care coverage through the Louisiana Department of Health program for reasons that include, but are not limited to:

- You are admitted to a nursing facility for long-term care.
- You begin getting Medicare.
- You are admitted to an intermediate care facility for people with developmental disabilities.

### Voluntary disenrollment

#### When you want to change your health plan

You may decide you want to leave AmeriHealth Caritas Louisiana. When you enroll with AmeriHealth Caritas Louisiana, you will have 90 days from the date postmarked on your Notice of Enrollment to change your plan. You can change plans for any reason during this 90-day period. After the initial 90-day period, you will be locked into AmeriHealth Caritas Louisiana until the next annual open enrollment period.

During the 12-month lock-in time, there are reasons for which you are allowed to change plans. Those reasons include:

- The MCO does not, because of moral or religious objections, cover the service the member seeks;
- The member needs related services to be performed at the same time, not all related services are available within the MCO and the member's PCP or another provider determines that receiving the services separately would subject the member to unnecessary risk;

- The contract between the MCO and LDH is terminated;
- Poor quality of care;
- Lack of access to MCO core benefits and services covered under the contract;
- Documented lack of access within the MCO to providers experienced in dealing with the member's healthcare needs;
- The member's active specialized behavioral health provider ceases to contract with the MCO;
- Member moves out of the MCO's service area, i.e. out of state; or

Any other reason deemed to be valid by LDH and/or its agent.

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If you have any questions, you may call Member Services at 1-888-756-0004. We may be able to help you. If you are deaf or hard of hearing, you can call using the TTY system at 1-866-428-7588.

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## Member Rights and Responsibilities

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AmeriHealth Caritas Louisiana is committed to treating members with respect and dignity. AmeriHealth Caritas Louisiana and its network of doctors and other providers of services, do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation or any other basis prohibited by law. As a member, you have the following rights and responsibilities.

### Information for members

At least 1 time a year, AmeriHealth Caritas Louisiana will notify all members about your right to receive the following information:

- Any limits to your freedom of choice among the mental health and substance use providers in our network.
- Members' rights and protections.
- Information on grievance and fair hearing rights and procedures.
- Information on appeals rights and procedures.
- How to get services, including authorization rules and guidelines.

AmeriHealth Caritas Louisiana also provides:

- Information about physician incentive plans.
- Information on the structure and operation of the health plan.
- Service use policies.
- How to report alleged marketing violations to the LDH using the Marketing Complaint Form.
- Member Handbook and welcome letter.

### Member rights

You have the right to:

- Know about AmeriHealth Caritas Louisiana and its health care providers.
- Get information about AmeriHealth Caritas Louisiana, its health care providers, and member rights and responsibilities.
- Get information and know about your benefits and services.
- Get information about the cost of health care services.
- Have your medical records and care kept confidential.
- Expect that AmeriHealth Caritas Louisiana will give you a copy of its Notice of Privacy Practices without your requesting it.
- Privacy of your personal and health information.
- Approve or deny the release of identifiable medical or personal information, except when the release is required by law.
- Be treated with dignity and respect by your health care providers and AmeriHealth Caritas Louisiana.
- Talk with your health care provider about treatment plans.
- Get information from a health care provider on available treatment options and alternatives, given in a way you understand.
- Talk to your health care provider about the kinds of care you can choose to meet your medical needs regardless of cost or benefit coverage.
- Voice complaints about and/or appeal decisions made by AmeriHealth Caritas Louisiana and its health care providers and to receive information about how to do so.
- File for a state fair hearing and receive information about how to do so.
- Get materials and/or help that is easily understood and in alternate languages and formats, if necessary.

## Member Rights and Responsibilities

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### Member rights (continued)

- Make an “advance directive” (see [page 43](#) for details).
- Ask for and receive a copy of your medical records in accordance with applicable federal and state laws, and ask that they be amended or corrected at no charge. For the full notice visit our website [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com).
- Be given an opportunity to make suggestions for changes in AmeriHealth Caritas Louisiana’s policies and procedures.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in the federal regulations on the use of restraint and seclusion.
- Be part of the decisions about your health care, including the right to refuse treatment for any reason, including religious grounds. Your decision to do so will not negatively affect the way you are treated by AmeriHealth Caritas Louisiana, its health care providers or LDH.
- Ask that any communication that has protected health information in it from AmeriHealth Caritas Louisiana be sent to you by alternative means or to an alternative address.
- Ask that AmeriHealth Caritas Louisiana amend certain protected health information.
- Ask for a list of disclosures of protected health information.
- Receive health care services that are accessible, are comparable in amount, duration and scope to those provided under Medicaid fee-for-service, and are sufficient in amount, duration and scope to reasonably be expected to achieve the purpose for which the services are provided.
- Receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness or medical condition.
- Receive assistance from both LDH and the enrollment broker in understanding the requirements and benefits of AmeriHealth Caritas Louisiana.
- Receive oral interpretation services free of charge for all non-English languages, not just those identified as prevalent.
- Be notified that oral interpretation is available and how to access those services.
- Receive information, as a potential member, about the basic features of the plan program, who may or may not enroll in the program, and the plan’s responsibilities for coordinating care. Information should be received in time to make an informed choice.
- Report to LDH any marketing violations made by AmeriHealth Caritas Louisiana by calling the Louisiana Medicaid Customer Service Line at **1-888-342-6207** and asking for a marketing complaint form.
- Receive information on the plan’s services.
- Receive a complete description of disenrollment rights at least annually.
- Receive notice of any significant changes in core benefits and services at least 30 days before the intended effective date of the change.
- Receive detailed information on emergency and after-hours coverage.
- Receive the plan’s policy on referrals for specialty care and other benefits not provided by the member’s PCP.
- Exercise these rights without adversely affecting the way the plan, its providers or LDH treat you.
- Refuse to undergo any medical service, diagnoses, or treatment, or to accept any health service provided by the MCO if the member objects (or in the case of a child, if the parent or guardian objects) on religious grounds.

For more information or to make suggestions, please call Member Services at **1-888-756-0004**.

A copy of official member rights and responsibilities are shared with all vendors and subcontractors who provide direct services to members.

## Member Rights and Responsibilities

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### Member responsibilities

We need you to help us. It is important to remember to:

- Let AmeriHealth Caritas Louisiana and your health care providers know of any changes that may affect your membership, health care needs or benefits. Some examples include, but are not limited to, the following:
  - You are pregnant or have a special medical or mental health condition.
  - Your address or phone number changes.
  - You or 1 of your children has other health insurance.
  - You have a Workers' Compensation claim.
  - You have a pending personal injury or medical malpractice lawsuit.
  - You are involved in an auto accident.
- Let Louisiana Medicaid know if:
  - Your family size changes.
  - Your living arrangement changes.
  - Your mailing address, parish or phone number changes.

To report these changes to Louisiana Medicaid, call **1-888-342-6207**, visit online at [www.medicaid.la.gov](http://www.medicaid.la.gov), or visit a regional Medicaid office. Call or go online to find the nearest Medicaid office.
- Let AmeriHealth Caritas Louisiana know if your member ID card has been lost or stolen. Misuse of your member ID card, including loaning, selling or giving it to others, could lead to losing your Medicaid benefits and/or legal action.
- Show your member ID card when using health care services.

- Be aware of the benefits and services available through AmeriHealth Caritas Louisiana and how to use them.
  - Work with AmeriHealth Caritas Louisiana and our health care providers. This means following the guidelines given to you about AmeriHealth Caritas Louisiana and following your health care provider's instructions about your care. This includes:
    - Making appointments with your health care provider.
    - Canceling appointments that you cannot go to.
    - Giving your health care provider your correct medical history and information.
    - Asking your health care provider questions when it comes to risks, benefits, costs of treatment alternatives, and following the prescribed care plan.
    - Letting the provider know the reasons if treatment cannot be followed, as soon as possible.
    - Calling AmeriHealth Caritas Louisiana when you have questions.
    - Treating your health care providers and their staff with respect and dignity.
    - Talking with your health care provider to agree on goals for your treatment, to the degree you are able to do so.
    - Talking with your health care provider so you can understand your health problems, to the degree you are able to do so.
    - Following the grievance process (see [page 44](#)) if you have a problem with a health care provider.
    - Try to follow a healthy lifestyle, staying away from behaviors that are bad for your health.
    - Accessing preventive care services.

If you have any questions about your responsibilities or for more information, please call Member Services at **1-888-756-0004**.

## Privacy Practices

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### Summary Notice of Privacy Practices

This summary describes how medical information about you may be used and shared with others. It also explains how you can get a copy of this information. Please read carefully.

AmeriHealth Caritas Louisiana is required by law to protect the privacy of your health information. AmeriHealth Caritas Louisiana would like to tell you about the policies governing your protected health information (PHI). Health care providers use members' medical information during treatment, as well as during payment processing. AmeriHealth Caritas Louisiana has to use and disclose your PHI to help you get your health care services, and to pay our providers for giving you care. Many steps are taken to make sure this information is protected.

AmeriHealth Caritas Louisiana is allowed to use or share your medical information without your written permission for the reasons outlined below:

- Treatment of the patient; for example, when health care providers talk about a patient's treatment.
- Making a payment; for example, when our claims processing department uses medical information to pay providers.
- Health care operations; for example, when we identify members with certain chronic illnesses so we can send treatment information to them or their providers.
- Legal requirements.
- Public health activities.
- Reporting abuse.
- Law enforcement.
- Research.
- Providing information to you.
- Avoiding serious threat.
- Providing information to family and friends with your verbal consent or in other limited circumstances.

Sometimes we are required to get your written authorization so we can use or share your PHI. Your authorization letting us use or share your PHI may be canceled at any time unless the information has already been shared.

You may get a copy of your PHI in our records. You may also get a description of some ways we use your PHI.

For a copy of the full Notice of Privacy Practices and/or for any questions or comments regarding PHI, please call Member Services at **1-888-756-0004** (TTY **1-866-428-7588**). You can also go to our website at [www.amerihhealthcaritasla.com/member/eng/info/index.aspx](http://www.amerihhealthcaritasla.com/member/eng/info/index.aspx).

## Advance Directives

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### Advance directives

An advance directive is a legal document that protects your rights to refuse medical, surgical or mental health treatment you do not want, or to request treatment you do want, if you lose the ability to make those decisions yourself. An advance directive can also allow you to designate a representative to make health care decisions for you in the event you are unable to do so. Advance directives are the way you make these choices known to your family and health care providers.

This is an important matter. Before deciding if you want an advance directive, you should talk to your spouse, family, close friends, doctors and attorney. If you make an advance directive, be sure to give copies of it to your doctors and family. AmeriHealth Caritas Louisiana has no limit on starting advance directives. AmeriHealth Caritas Louisiana will honor your advance directive to the fullest extent allowed by law. We will let you know within 90 days of any changes in Louisiana's law.

Your MCO cannot discriminate against you for getting an advance directive. Having an advance directive will not affect your ability to get care.

You can get an advance directive form from your PCP, or you can find sample forms and information at [agingwithdignity.org](http://agingwithdignity.org).

A member can file complaints about failure to comply with advance directives with the Office of Health Standards at **1-225-342-0138**.

Advance directives available in Louisiana are described below.

### Do not resuscitate (DNR) order

You can request your physician to enter a DNR into your medical records at any time so that your health care providers will not try to revive you if you have a cardiac arrest (your heart stops beating) or a respiratory arrest (you stop breathing).

### Living will (also known as a declaration)

A living will is different from a DNR order. A living will is a written record of what types of medical care you would or would not want to have if you are terminally or irreversibly ill. You must sign a written declaration in the presence of 2 witnesses any time after the terminal or irreversible condition is diagnosed. If you change your mind after you have made a living will, you can cancel it or make changes to it. Only adults are permitted to make a living will. A living will covers all types of life-sustaining treatments and procedures only after you have developed a terminal and irreversible condition, while a DNR order may be entered into your medical records at any time.

Although Louisiana law does not require you to record your living will, you should ensure that all of your health care providers have a copy. However, you can register your living will with the secretary of state if you choose to do so. You can get additional information regarding registering your living will with the Office of the Secretary of State at **1-225-922-0309**.

### Durable power of attorney for health care (DPAHC)

This is a legal document that gives the name of the person who can make health care decisions in case you cannot make them for yourself. A DPAHC only covers a situation where you are temporarily or permanently unable to make your own health care decisions. The person you choose to represent you does not have to be a lawyer. To avoid a potential conflict of interest, it is recommended not to appoint a treating health care provider as your representative. If you have a DPAHC and later become able to make your own health care decisions, then your representative's authority ends and your consent is required for all health care decisions.

See the Member Grievances, Appeals, and State Fair Hearings section on **page 44** for information on how to file a grievance with AmeriHealth Caritas Louisiana if you do not believe that AmeriHealth Caritas Louisiana or one of its providers is complying with your advance directive.



## Member Grievances, Appeals, and Fair Hearings

We hope that you will always be satisfied with AmeriHealth Caritas Louisiana and our health care providers. If you have questions or concerns about your AmeriHealth Caritas Louisiana benefits or services, please call Member Services at **1-888-756-0004**. Our Member Services representatives can help with most questions and concerns. If you are still not happy, you have the right to file a member grievance or appeal, or ask for a state fair hearing after the grievance and appeal process has been completed. Please call Member Services if you need help or have questions about filing a grievance or appeal, or asking for a state fair hearing.

### Member grievances

A member grievance happens when you are not satisfied with any matter other than an action which can be appealed. Grievances may include:

- The quality of care you received.
- The quality of service you received.
- Rudeness of a health care provider or a network employee.
- Network administration practices other than an action.

### How to file a member grievance with AmeriHealth Caritas Louisiana

A member grievance may be filed by a member or personal representative, either by a phone call or by mail. A grievance can be filed at any time. There is no time frame.

If you want to file a grievance, call Member Services at **1-888-756-0004**. You can also write to us at:

**AmeriHealth Caritas Louisiana**  
**Attention: Member Grievance Department**  
**P.O. Box 83580**  
**Baton Rouge, LA 70884**

### What happens after you file a member grievance?

- An acknowledgement letter will be mailed to you within five business days of when we receive your grievance. The letter will let you know we have received your grievance.
- Member Services will document the grievance and work with the appropriate departments to resolve your issue.
- If we need more information from you about this issue, we will call you or send you a letter to let you know.
- You will have 14 calendar days from the date of this letter to get back with us about the additional information.
- If we do not hear from you within those 14 calendar days from the date of this letter, your grievance will be closed and we will send you a notification letter.
- The grievance will be opened again once we receive the additional information from you.
- Within 90 calendar days of when we get your grievance request, AmeriHealth Caritas Louisiana will resolve the grievance and send you a letter to let you know the outcome. The Member Services liaison will also call you as a courtesy.

### Appeals

If you are not happy with a decision made by AmeriHealth Caritas Louisiana, you may file an appeal with us. An appeal is a request for review of an action. Examples of actions include:

- The denial or limited authorization of a requested service, including the type or level of service.
- The reduction, suspension or termination of a previously authorized service.
- The denial, in whole or in part, of payment for a service.
- The failure to provide services in a timely manner.

Please note that you will not lose your AmeriHealth Caritas Louisiana membership or health care benefits for filing an appeal.

## Member Grievances, Appeals, and Fair Hearings

### How to file an appeal with AmeriHealth Caritas Louisiana

- As part of the appeal procedures, you can request an Informal Reconsideration, which allows you, your doctor, or a designated representative speaking on your behalf, a reasonable opportunity to present evidence, and allegations of fact or law, in person as well as in writing.

If you would like to present your evidence in writing, please send the information to:

**AmeriHealth Caritas Louisiana**  
**Attention: Appeals Coordinator**  
**P.O. Box 7328**  
**London, KY 40742**

Also, if you would like to call us to set up a meeting to present your evidence in person, you can call Member Services 24 hours a day, seven days a week, at **1-888-756-0004**.

- You, your provider, or your authorized representative may file an appeal. If your provider or authorized representative files the appeal on your behalf, you must give him or her written permission to do so.
- Your appeal may be filed orally or in writing. AmeriHealth Caritas Louisiana must receive the appeal within 60 calendar days of the date of the decision letter.
- To file your appeal by phone, call Member Services at **1-888-756-0004**. To file your appeal in writing, send your appeal request to:

**AmeriHealth Caritas Louisiana**  
**Attention: Appeals Coordinator**  
**P.O. Box 7328**  
**London, KY 40742**

### What happens after you file an appeal?

- An acknowledgement letter will be mailed to you within 1 business day of when we receive your appeal. The letter will let you know we have received your appeal. It will also tell you the date and time we will review your appeal.
- You may also receive copies of any documents related to your appeal. You must ask for them in writing. Your written request should be sent to:

**AmeriHealth Caritas Louisiana**  
**Attention: Appeals Coordinator**  
**P.O. Box 7328**  
**London, KY 40742**

- After you have filed your appeal, you can still send us anything related to your appeal. You and your representative may also review the case file, including medical records, and any other documents and records that are being reviewed during the process.
- You may need more time to give us information about your appeal. You may ask for more time, up to 14 calendar days. This request must be in writing and sent to the AmeriHealth Caritas Louisiana appeals coordinator.

### To continue getting services

If you were getting authorized services that are now denied and you wish to keep getting these services, you must ask for continued services in writing within 10 calendar days of the mail date on the denial letter. Your request must clearly state that you wish to keep getting the services. You can keep getting services until the appeal decision is made or until the time period or service limits of the service have been met, whichever is sooner.

If the appeal decision agrees with AmeriHealth Caritas Louisiana's denial, you may have to pay for the services provided while the appeal was pending.

### Appeal decision

Within 30 calendar days after we get your appeal request, we will send you a letter with our decision. If we feel we cannot give you a fair decision within the 30-calendar-day time period, we may add up to 14 calendar days to our review time. We will send you a letter to let you know this.

If you disagree with our appeal decision, you may ask for a state fair hearing with the Department of Administrative Law (DAL) within 120 calendar days (from the date on this letter) of receiving AmeriHealth Caritas Louisiana's appeal decision letter.

### Expedited (faster) appeals

- You, your provider or your authorized representative can ask for an expedited appeal review if waiting 30 calendar days for the standard appeal process to be completed could seriously affect your life, health, or ability to attain, maintain or regain maximum function. Expedited appeal reviews may be asked for verbally or in writing. No additional member follow-up is required.

## Member Grievances, Appeals, and Fair Hearings

### Expedited (faster) appeals (continued)

- AmeriHealth Caritas Louisiana will complete all expedited appeals not more than 72 hours after our receipt of the request. AmeriHealth Caritas Louisiana will give an initial oral decision for expedited appeals within 72 hours of our receipt of the request and a written notification no later than 3 calendar days after the initial oral notification.
- If AmeriHealth Caritas Louisiana or your provider does not believe that waiting 30 days for the standard appeal process to be completed will seriously affect your life, health or ability to attain, maintain or regain maximum function, we will:
  - Call you right away and send you a letter within 2 calendar days to let you know that your appeal will not be reviewed as an expedited appeal.
  - Begin to review your appeal under the standard appeal process and make a decision about your appeal within 30 calendar days.

### Impartiality and appropriate expertise

For both member grievances and appeals, an AmeriHealth Caritas Louisiana employee will be appointed to review your case. The employee will be someone who was not involved in the prior adverse decision and does not work for the person who made the prior decision.

For medical appeals, a physician or other appropriate clinical peer must evaluate medical necessity decisions for adverse appeal decisions. For appeals involving specialist care, input to the appeal determination will be obtained from a clinician in the same or similar specialty as the care being requested.

### Asking for a state fair hearing with the Division of Administrative Law (DAL)

You may ask for a state fair hearing with the DAL if you do not agree with an AmeriHealth Caritas Louisiana appeal decision. You must exhaust the AmeriHealth Caritas Louisiana appeals process

before you ask for a state fair hearing. You may ask for a state fair hearing with DAL within 120 calendar days (from the date on the letter) of receiving AmeriHealth Caritas Louisiana's appeal decision letter. If the plan does not make a timely decision, you can ask for a state fair hearing. You may request a state fair hearing by mail, phone, fax, or online.

A state fair hearing is not a part of AmeriHealth Caritas Louisiana in any way. In a state fair hearing, the DAL judge will determine whether services must be provided. AmeriHealth Caritas Louisiana must follow DAL's hearing decision, as approved by the Secretary of LDH. You will not lose your AmeriHealth Caritas Louisiana membership for filing a state fair hearing request with the DAL.

You may mail your request for a state fair hearing:

**Division of Administrative Law**  
**P.O. Box 4189**  
**Baton Rouge, LA 70821-4189**

You may fax your request for a state fair hearing to **1-225-219-9823**.

You may phone your request for a state fair hearing to **1-225-342-5800**.

You may submit your request online for a state fair hearing to [http://www.adminlaw.state.la.us/AdminLaw/Appeal\\_Request\\_Form.aspx](http://www.adminlaw.state.la.us/AdminLaw/Appeal_Request_Form.aspx).

You have the right to continue benefits while the state fair hearing is pending. You must ask for this within 10 calendar days from the date of the letter of the AmeriHealth Caritas Louisiana appeal decision letter.

You may call AmeriHealth Caritas Louisiana and ask that your benefits continue. The toll-free number is **1-888-756-0004**. Please note that you may have to pay the costs of these services. This could happen if the DAL agrees with the denial by AmeriHealth Caritas Louisiana.

## Fraud, Waste, and Abuse

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Unfortunately, there may be times when you see fraud, waste, or abuse (also known as FWA). If you have knowledge of member or provider FWA, please report the circumstances to AmeriHealth Caritas Louisiana or the LDH as outlined below. You do not have to give your name but, if you do, you will not be identified to the member or provider you are reporting.

### What are fraud, waste, and abuse?

**Fraud** is a false statement from someone who knows that the statement is false.

- **Example:** Sam's doctor provides a service to him that he knows won't be covered. Sam's doctor says that he provided a covered service instead.

**Waste** is when someone uses a service more than they need to.

- **Example:** Rachel asks 2 different doctors to give her the same medicine. She now has more medicine than she needs.

**Abuse** may not be intentional. Abuse can lead to extra health care costs or losses to the health care system.

- **Example:** Jonathan's doctor sends him to get an X-ray when he does not really need one.

**Remember: Report health care fraud to the AmeriHealth Caritas Louisiana Fraud Tip Hotline at 1-866-833-9718.**

### Why should I care about fraud, waste, and abuse?

Fraud, waste, and abuse affect both health plan members and health care providers. They can:

- Keep you from getting medical services.
- Limit your health care benefits.
- Raise your taxes.
- Keep providers from being paid for services.
- Contribute to rising health care costs.

In addition, health care fraud is a real crime with real consequences. It could lead to fines or even jail time.

You can report fraud and abuse by calling the AmeriHealth Caritas Louisiana Hotline number at **1-866-833-9718** or **[fraudtip@amerihealthcaritas.com](mailto:fraudtip@amerihealthcaritas.com)**. You can also report fraud and abuse to the Louisiana Department of Health through any of the following:

You may report provider or recipient FWA to the LDH via their website, **<http://ldh.louisiana.gov/index.cfm/page/219>**.

You may also report FWA to LDH via the following:

Medicaid recipient FWA reporting:

- Call toll-free to **1-888-342-6207**.
- By mail to:  
**Customer Service Unit**  
**Louisiana Department of Health**  
**P.O. Box 91278**  
**Baton Rouge, LA 70821-9278**
- Via fax to **1-225-389-2610**.

Medicaid provider FWA reporting:

- Call toll-free to **1-800-488-2917**.
- By mail to:  
**Medicaid Program Integrity**  
**Attention: Compliance Unit**  
**Louisiana Department of Health**  
**P.O. Box 91030**  
**Baton Rouge, LA 70821-9030**
- Via fax to **1-225-219-4155**.

## Special Situations

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### Continued care

Members new to AmeriHealth Caritas Louisiana may be able to see a provider who is not in the system. Look at the list that follows to see if you meet the rules for continuing care:

- Are you pregnant and meet the following?
  - You are a new AmeriHealth Caritas Louisiana member.
  - You are getting covered pregnancy care and/or other care.
  - You were getting this care before joining AmeriHealth Caritas Louisiana.
- You can keep the same provider for the first 30 days of enrollment with AmeriHealth Caritas Louisiana even if this provider is not in our network.
  - You do not need prior approval.

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### Note

- After 30 days, you may need to get prior approval.
  - If the service is found to be medically necessary, you may continue to get the service for an additional 60 days unless you can be safely assigned to an in-network AmeriHealth Caritas Louisiana provider before the 60 days are up.
  - Members who are approved for continued care will not have to pay for the cost of the services.
- 

### Changing your primary care provider (PCP)

You may choose a health plan during the Medicaid application process. Your selection will be confirmed in your AmeriHealth Caritas Louisiana welcome package. If you do not choose a PCP during Medicaid enrollment or within 10 business days of becoming an AmeriHealth Caritas Louisiana member, you will be assigned a PCP you or your family has previously seen. If there is no PCP history, you will be assigned to a PCP based on your home address, age, gender and language preferences.

If you move or want to change your PCP for any reason, we can help you choose another PCP in your area.

#### How to change your PCP

If you have access to the Internet:

- Go to [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com) and click on Find a Provider to choose a provider in your area.
- Call Member Services at **1-888-756-0004** to make the change.

If you do not have access to the internet:

- Call Member Services at **1-888-756-0004**. We will help you find a PCP in your area.
- We can also send you our Provider Directory.

Once you change your PCP:

- We will ask why you want to change your PCP. This will help us learn about any possible problems with the services given by PCPs in our network.
- Your PCP choice will be effective immediately. You will get a new AmeriHealth Caritas Louisiana member ID card within 2 weeks. Destroy your old member ID card once you have the new card.

### Other Healthcare Providers

AmeriHealth Caritas Louisiana does not require a referral from your PCP to see a network specialist. For more information on your Freedom of Choice, see [page 11](#). For assistance in finding a specialist, call Member Services at **1-888-756-0004**.

## Special Situations

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### **If your PCP is leaving the AmeriHealth Caritas Louisiana network**

There are times when PCPs leave AmeriHealth Caritas Louisiana. There are also times when a PCP may not be able to be a PCP anymore. When we find this out, we will let you know so you can choose a new PCP. We will also let you know what to do if you need emergency or urgent care. You will have at least 10 days to choose a new AmeriHealth Caritas Louisiana PCP. Follow the steps on [page 48](#) to change your PCP.

If you do not choose a new PCP by the date we tell you, we will choose a PCP for you. We will send you a letter with the name of your new PCP. You will also get a new member ID card in a separate mailing. If you do not want the PCP we have chosen for you, you can change your PCP at any time by calling Member Services at **1-888-756-0004**.

You may be able to stay with your doctor for a period of time if you are pregnant, in need of postpartum care, or if you have an acute or chronic condition that you have been receiving treatment for within the last six months. If these special situations apply to you, you may ask for continuing care by calling Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week.

### **If AmeriHealth Caritas Louisiana leaves the Louisiana Medicaid system**

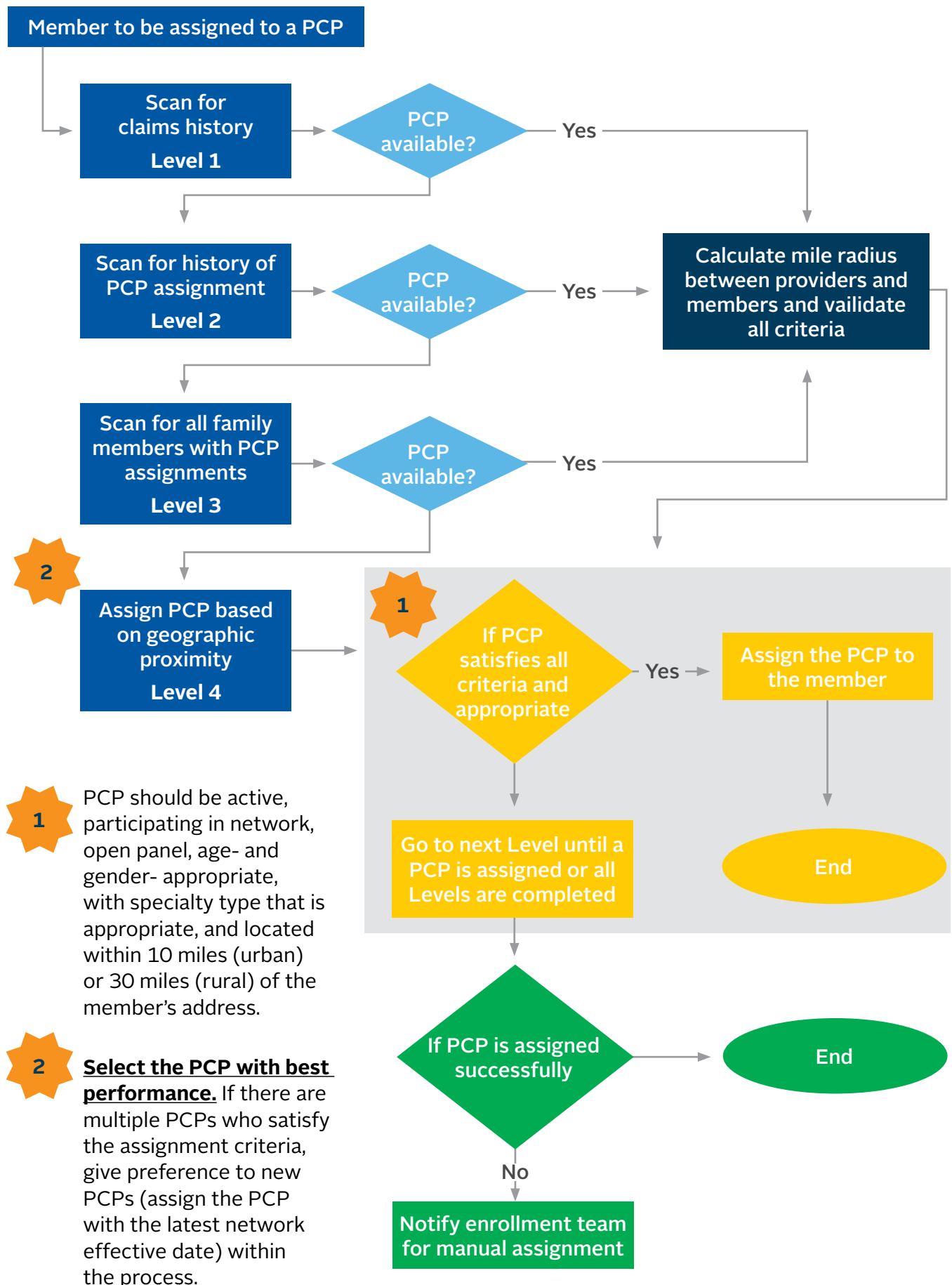
If AmeriHealth Caritas Louisiana can no longer provide managed care in Louisiana, we will help. AmeriHealth Caritas Louisiana must make sure that you as a member continue to receive services without delay as required by the Code of Federal Regulations, Title 42 Public Health, Section 438.62.

### **Discrimination is against the law**

AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate against members on the basis of their health history, health status, need for health care services or adverse change in health status; or on the basis of age, religious belief, race, color, national origin, sex, sexual orientation, gender identity, disability, or ability to pay. We do not use any policy or practice that has the effect of discriminating on the basis of age, religious belief, race, color, national origin, sex, sexual orientation, gender identity, disability, or ability to pay. This applies to enrollment, re-enrollment, or disenrollment. AmeriHealth Caritas Louisiana shall be subject to monetary penalties and other sanctions if it is determined by LDH that AmeriHealth Caritas Louisiana has requested disenrollment for any of these reasons.



# PCP Auto-Assignment



## My Personal Medical Diary

Medical appointments			
Appointment is with	Appointment date and time	Questions for my appointment	Copays paid

Medicines			
Name of medicine	Date filled	Date to get it refilled	Copays paid

## My Personal Medical Diary

Weight monitoring			
Date	Time	Weight	Comments

Blood sugar monitoring			
Date	Time	Results	Fasting or nonfasting



# My Personal Medical Diary

Weight monitoring			
Date	Time	Weight	Comments

Blood sugar monitoring			
Date	Time	Results	Fasting or nonfasting





## List of Helpful Numbers

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My AmeriHealth Caritas Louisiana member ID number (fill in your number):

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Other family members' AmeriHealth Caritas Louisiana ID numbers:

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My primary care provider (PCP) or medical home:

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My child's PCP or medical home:

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My AmeriHealth Caritas Louisiana care manager:

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AmeriHealth Caritas Louisiana Member Services..... **1-888-756-0004**

TTY: **1-866-428-7588**

Fax: **1-866-397-4521**

(available 24/7)

You can write to Member Services at..... **AmeriHealth Caritas Louisiana**

**P.O. Box 83580**

**Baton Rouge, LA 70884**

Enrollment Services..... **1-855-229-6848**

TTY: **1-855-LAMED4ME (526-3346)**

**[www.myplan.healthy.la.gov](http://www.myplan.healthy.la.gov)**

AmeriHealth Caritas Louisiana Nurse Call Line ..... **1-888-632-0009**

(available 24/7)

Nonemergency Medical Transportation Program ..... **1-888-913-0364**

(available Monday through Friday, 7 a.m. to 7 p.m.)

Mental health and substance use ..... **1-888-756-0004**

TTY: **1-866-428-7588**

(available 24/7)

Mental Health and Substance Use Treatment **1-844-211-0971**

Crisis Line ..... (available 24/7)

Louisiana Medicaid Customer Service Line ..... **1-888-342-6207**

TTY: **1-800-220-5404**

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Get information from the internet: AmeriHealth Caritas Louisiana also communicates to members through our website **[www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com)**. The Member Center on our website is available in Spanish. You can also find this handbook on our website in Spanish.

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### Discrimination is against the law

AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay. AmeriHealth Caritas Louisiana does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay.

AmeriHealth Caritas Louisiana:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, contact AmeriHealth Caritas Louisiana at **1-888-756-0004** (TTY **1-866-428-7588**). We are available 24 hours a day, seven days a week.

### Multilanguage interpreter services

**English:** Attention: Language assistance services, at no cost, are available to you. Call **1-888-756-0004** (TTY **1-866-428-7588**).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-756-0004** (TTY: **1-866-428-7588**).

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-756-0004** (TTY: **1-866-428-7588**).

If you believe that AmeriHealth Caritas Louisiana has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- AmeriHealth Caritas Louisiana  
Attention: Member Grievances Department  
P.O. Box 83580  
Baton Rouge, LA 70884  
Phone: **1-888-756-0004** (TTY **1-866-428-7588**),  
Fax: **1-225-300-9209**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Louisiana Member Services is available to help you.
- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or at:  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201  
Phone: **1-800-368-1019** (TTY **1-800-537-7697**)  
Complaint forms are available at:  
[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).



Call Member Services at **1-888-756-0004** or **TTY 1-866-428-7588**,  
24 hours a day, seven days a week.

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

This handbook may be updated with additional text provided by LDH,  
or other information we feel is important for you to know.

Revision date: October 2023

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AmeriHealth Caritas Louisiana complies with applicable federal  
civil rights laws and does not discriminate on the basis of race,  
color, national origin, age, disability, sex, sexual orientation,  
gender identity, religion, or ability to pay.

You can have this information in other languages and formats  
at no charge to you. You can also have this interpreted over the  
phone in any language. Call Member Services 24 hours a day,  
seven days a week, at **1-888-756-0004 (TTY 1-866-428-7588)**.

Usted puede tener esta información en otros idiomas y  
formatos sin costo alguno para usted. También puede recibir la  
interpretación por teléfono en cualquier idioma. Llame a Servicios  
al Miembro al **1-888-756-0004 (TTY 1-866-428-7588)** las  
24 horas del día, los siete días de la semana.

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng  
khác miễn phí. Quý vị cũng có thể yêu cầu thông dịch thông tin này  
ra bất kỳ ngôn ngữ nào qua điện thoại. Xin gọi ban Dịch vụ Hội viên  
phục vụ 24 giờ/ngày, 7 ngày/tuần, theo số **1-888-756-0004**  
**(TTY 1-866-428-7588)**.

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**AmeriHealth Caritas**  
Louisiana

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