



Roadmap to Health

www.amerihealthcaritasla.com


AmeriHealth Caritas[™]
Louisiana

Important numbers

My AmeriHealth Caritas Louisiana member ID number: _____

My family members' AmeriHealth Caritas Louisiana ID numbers: _____

My primary care provider (PCP): _____

My PCP's phone number: _____

My child's PCP: _____

My child's PCP's phone number: _____

My dentist: _____

My dentist's phone number: _____

My child's dentist: _____

My child's dentist's phone number: _____

Transportation (see page 13 for more information):

- For emergency transportation, call **911**.
- For non-emergency transportation, call **1-888-913-0364**, Monday through Friday, 8:30 a.m. to 5 p.m.

Member portal

AmeriHealth Caritas Louisiana's member portal helps you take charge of your health. It's fast, easy, and available at no cost to you.

Log in to the secure member portal website from your computer or mobile device to help you stay connected with AmeriHealth Caritas Louisiana. You can see your recent health history, choose your primary care provider (PCP), manage your medicines, track claims, and more.

Visit the portal at <https://www.amerihhealthcaritasla.com/memberportal>.

AmeriHealth Caritas Mobile App

Download the AmeriHealth Caritas Louisiana mobile app on your iPhone® or Android™ smartphone at no cost to you.* Visit the Google™ Play or Apple App® store and search "AmeriHealth Caritas Louisiana Mobile." *Standard messaging and data fees may apply.



Louisiana Member Services

1-888-756-0004
(TTY 1-866-428-7588),
24 hours a day, seven days a week

Write to:

AmeriHealth Caritas Louisiana
8171 Bay Meadows Way West
Jacksonville, FL 32256

AmeriHealth Caritas 24/7
Louisiana Nurse Call Line
1-888-632-0009

Mental Health and Substance Use
Treatment Services Crisis Hotline
1-844-211-0971
24 hours a day, seven days a week

Rapid Response and
Outreach Team
1-888-643-0005
8 a.m. to 5 p.m.
Monday through Friday

Pharmacy Member Service
1-800-424-1664 (TTY 711)
24 hours a day, seven days a week

Healthy Louisiana
1-888-342-6207
(TTY 1-800-220-5404)

Police or Fire Department
Emergency
911

Poison Control
1-800-222-1222

Community Resources
211

National Suicide
Prevention Lifeline
1-800-273-8255

American Red Cross
1-800-733-2767

Federal Emergency
Management Agency (FEMA)
1-800-621-3362

Quit Smoking
1-800-QUIT-NOW
(1-800-784-8669)



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Welcome to AmeriHealth Caritas Louisiana

Thank you for choosing AmeriHealth Caritas Louisiana as your health plan! As a plan member, you receive certain benefits and services.

Follow this Roadmap to Health to learn about:

- The benefits you get.
- The services available to you.
- Where to go if you have questions.

To find more information, you can:

- Read your Member Handbook or learn more about your benefits online at **www.amerihealthcaritasla.com**.
- Ask for a printed copy of the Member Handbook to be mailed to you or an electronic version sent to you. To request a Member Handbook copy, call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week. The handbook is available at no cost to you.
- Call Member Services with any other questions.

Getting started

You will receive a welcome call from AmeriHealth Caritas Louisiana. On this call, you can confirm your contact information, ask any questions, and get help in connecting with a primary care provider (PCP).

Assessing your needs

We can help determine your health needs at any time. Just complete a Health Needs Assessment by calling our Rapid Response and Outreach Team at **1-888-643-0005**, Monday to Friday, 8 a.m. to 5 p.m. Or, you can go to the **Members** page of our website at **<https://amerihealthcaritasla.com/memberportal>**. From there, log in to the member portal and click on **Health Needs Assessment**.

Important! Let us know if:

- You are pregnant.
- You have a new baby.
- You have a new address or phone number.
- You have a special medical condition.
- You or your children have other health coverage.
- Your family size has changed.

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



Access to Care After Business Hours

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

Our Nurse Call Line is a confidential service you can call 24 hours a day, seven 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 to see your doctor, dentist, and vision care provider

Your primary care provider (PCP) is the doctor you regularly see. Seeing your PCP, dentist, and vision care provider for routine checkups helps you stay healthy.

PCP checkups, immunizations, and cancer screenings

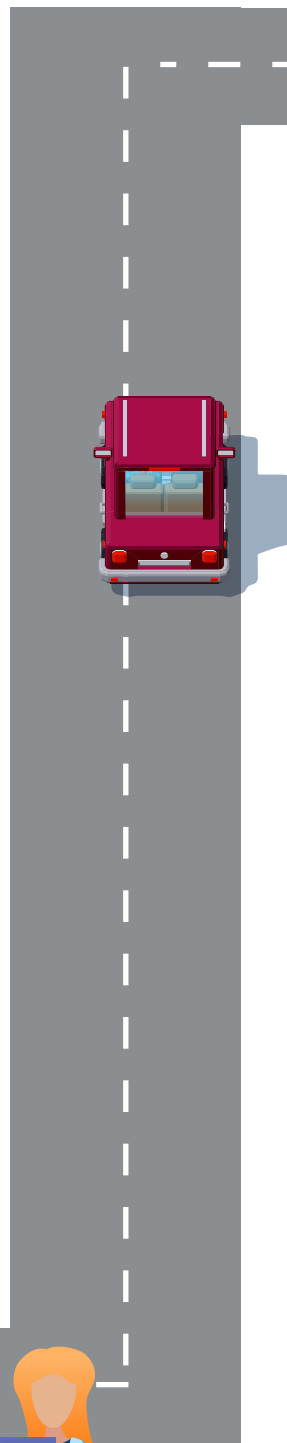
The care you need each year may change based on your age and other factors. Talk with your PCP or your child's PCP about the checkups, shots, and screenings you will need each year.

Dental and vision care checkups

- It is recommended that everyone should see a dentist two times a year for a dental checkup.
- It is recommended that everyone should see a vision care provider for a routine eye exam every year.

Dental checkups for babies

- Take your baby to the dentist if their first tooth has come in.



PCP and specialist benefits

As an AmeriHealth Caritas Louisiana member, you have many benefits and services available to you. You can go to your PCP for care. And, sometimes, you may need to get care from specialist providers.

The **Benefits and Services** page at <https://www.amerhealthcaritasla.com/member/eng/benefits/index.aspx> describes AmeriHealth Caritas Louisiana benefits, services, where to go for care, and what's covered. For an overview, click on **Member Benefits Chart** and **Health Benefits and Services**.

Copays

A copay is a small amount you may need to pay for some services. To see more information about copays, visit the **Benefits and Services** page at <https://www.amerhealthcaritasla.com/member/eng/benefits/index.aspx>. Click on **Member Benefits Chart**.

Specialists

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.

There are a few ways to choose a specialist:

- Your PCP can help you choose a specialist and make an appointment.
- You can find a list of specialist providers online at <https://www.amerhealthcaritasla.com/member/eng/tools/find-provider.aspx>.
- You can call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week.



Hospital care and outpatient services

AmeriHealth Caritas Louisiana covers medically necessary hospital services. These include medically necessary outpatient services, such as X-rays and laboratory tests. You can find this information in the **Benefits and Services** section at <https://www.amerihhealthcaritasla.com/member/eng/benefits/index.aspx>.

It is very important that you see your PCP within seven days of leaving the hospital. Your PCP will help you manage your health and medicines. This can help ensure you do not end up back in the hospital.

Urgent care

Urgent care is for conditions that are serious, but are not emergencies. This is when you need attention from a PCP, but not in the emergency room.

You can learn more about urgent care in our online **Member** section at <https://www.amerihhealthcaritasla.com/member/eng/getting-care/emergencies.aspx>.

The day after your urgent care visit, call your PCP to make an appointment. Your PCP needs to know when you have had care from another health care provider.

Emergency room care

Emergency care is medical care you need right away to treat a serious, sudden injury or illness. If you think you have an emergency, call **911** or go to the emergency room. You have the right to obtain emergency services at any hospital or other emergency facility.

You can learn more about emergency care in our online **Member** section at <https://www.amerihhealthcaritasla.com/member/eng/getting-care/emergencies.aspx>.

The day after your emergency care visit, call your PCP to make an appointment. Your PCP needs to know when you have had care from another health care provider.





Pharmacy benefits

AmeriHealth Caritas Louisiana covers medicines that are:

- Medically necessary.
- Prescribed by your health care provider.
- Approved by the U.S. Food and Drug Administration (FDA).
- Not excluded by the Louisiana Medicaid program.

Prescription benefits

If you need a prescription, your health care provider will write a prescription for you to take to the pharmacy.

Pharmacy copays

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

To learn more about pharmacy copays, visit the **Benefits and Services** page at <https://www.amerihhealthcaritasla.com/member/eng/benefits/index.aspx>. Click on **Member Pharmacy Benefits**.

Covered medicines

The AmeriHealth Caritas Louisiana Preferred Drug List (PDL) is a partial list of medicines covered by our health plan. You can find this list on our website, on the **Pharmacy** page under the **Formulary** tab at the **Louisiana Medicaid Single PDL** link.

If you have questions about which medicines are covered, contact your health care provider or pharmacist. You can also call Pharmacy Member Services at **1-800-424-1664 (TTY 711)**.





Dental and vision care benefits

It is recommended that you call a dental or vision care provider today for a routine exam if:

- You have learned you are pregnant.
- Your baby's first tooth has come in, or your baby is 12 months old.
- Your child has not been to the dentist in more than six months.
- Your child has not been to a vision care provider in more than one year.

Finding a dentist or vision care provider

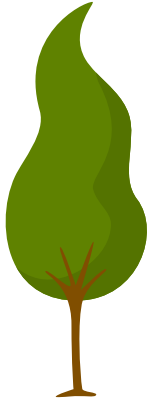
To find a vision provider, visit www.amerihealthcaritasla.com and click **Members > Self-service tools > Find a Provider**. Then select **Vision** from the drop-down menu.

The Louisiana Department of Health offers members the option to choose DentaQuest or Managed Care of North America (MCNA) as their children's dental provider. For more information, call DentaQuest at **1-800-685-0143 (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 or MCNA at www.mcnala.net.

You can call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week, to get more help in finding dental or vision services. You can also visit the member portal at www.amerihealthcaritasla.com and click **Members > Member Portal**.

Dental and vision care benefits

Some AmeriHealth Caritas Louisiana members are eligible for dental and vision care benefits. The benefits you can receive depend on your age. Some vision care benefits are also available for certain medical conditions. If you have any questions about your benefits, please call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week.



Here are the benefits available to you.

Dental care for children (younger than age 21)

Child members are eligible to receive:

- Routine exams.
- Cleanings and fluoride treatments.
- X-rays.
- Teeth sealants.

Vision care for children (younger than age 21)

Child members are eligible to receive:

- One routine eye exam per calendar year.
- Three pairs of prescription eyeglasses are covered per calendar year or more often, if medically necessary.
- Authorization is required if more than three pairs of glasses per calendar year are requested.

Vision care for adults (age 21 and older)

Adult members are eligible to receive:

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

Contacts lens benefit

Children (younger than age 21): Covered only when medically necessary and when they are the only method for restoring vision.

Adults (age 21 and older): Covered once a year, and limited to a \$100 material allowance.

*AmeriHealth Caritas Louisiana does not reimburse contact lenses for cosmetic purposes. Visually necessary contact lenses for special eye disorders or diseases require prior authorization. Standard/elective contacts do not require a prior authorization.



Services and programs

AmeriHealth Caritas Louisiana has many services and programs available to its members. Here are some of the programs available to you.

Care management

AmeriHealth Caritas Louisiana has created special care programs to help you stay healthy. You do not need a referral to join. AmeriHealth Caritas Louisiana has care management programs for:

- Asthma
- Behavioral health conditions
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease
- Diabetes
- Heart failure
- Hemophilia
- HIV/AIDS
- Pregnancy
- Sickle cell anemia

To learn more about our care management programs, please call the Rapid Response and Outreach Team at **1-888-643-0005**, Monday to Friday, 8 a.m. to 5 p.m.

Rapid Response and Outreach Team

The AmeriHealth Caritas Louisiana Rapid Response and Outreach Team helps connect you to care and make sure you get the care you need. The team can help with:

- Understanding health conditions.
- Questions about how to get medicine, supplies, and medical equipment.
- Finding resources in your community for your dental, vision, behavioral health, housing, food, and clothing needs.
- Scheduling health care provider appointments.
- Getting transportation and removing other barriers to health care services.
- Making sure you get the services you need after a stay in the hospital, such as therapy and home health care.

For more information, call **1-888-643-0005**, Monday to Friday, 8 a.m. to 5 p.m.

CARE Card

You can earn rewards by doing things that help you stay healthy. To begin earning rewards, complete one of the recommended health screenings, or tests such as well screenings, diabetic screenings, or postpartum exams. Once your health care provider notifies us that you have completed a healthy activity, we will add rewards to your card. You can use rewards to purchase products for baby care, eye care, children's medicine, women's care, and more.* To learn more, visit www.amerhealthcaritasla.com.

*Program rewards are subject to change. AmeriHealth Caritas Louisiana will notify you before a change happens. Members may not be eligible to earn all listed rewards. You cannot use rewards to purchase alcohol, tobacco, or firearms. Rewards expire 12 months after your most recent reward or upon member disenrollment. Your rewards may not be converted to cash.





Bright Start® maternity program

Bright Start helps you stay healthy when you are pregnant and helps you have a healthy baby. Pregnant members receive personal services, support, health information, a visit from a home nurse when the baby is born, and a gift for the mother and baby.

To learn more about Bright Start, please call **1-888-913-0327**, Monday to Friday, 8 a.m. to 5 p.m.

Keys to Your Care®

For pregnant members, this text messaging program provides helpful information each week of pregnancy, through the baby's first 15 months.

Special needs

If you think you or a member of your family has special health care needs, we can help. Please call the Rapid Response and Outreach Team at **1-888-643-0005**, Monday to Friday, 8 a.m. to 5 p.m.

Gym membership

Members enrolled in the Make Every Calorie Count program are eligible for gym memberships at several gym locations. For details on the program and how to enroll, call the Rapid Response and Outreach Team at **1-888-643-0005**, Monday through Friday from 8:00 a.m. to 5:00 p.m.

Nutrition counseling

You may qualify for nutrition services and counseling. Call the Rapid Response and Outreach Team at **1-888-643-0005** for more information.

Smartphone for your health care needs

You can get a smartphone at no cost to you, with 350 minutes each month for calls or text messages to the plan included.

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>.

Tobacco cessation program

Do you smoke but want to stop? Call **1-800-QUIT-NOW** for counseling and other services to help you stop smoking and using tobacco. You can also visit www.quitwithusla.org.

Mission GED

A General Educational Development (GED) test can help you find a better job, earn a raise, get a college degree, or join the military. AmeriHealth Caritas Louisiana covers the cost of the GED test for eligible AmeriHealth Caritas Louisiana members.

Pathway to Work

Looking for work? Eligible members can take classes to hone their life skills for employment.

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

Behavioral health benefits

AmeriHealth Caritas Louisiana believes in taking care of the whole person. We cover care for behavioral health and substance use challenges as part of our whole-person approach to wellness.

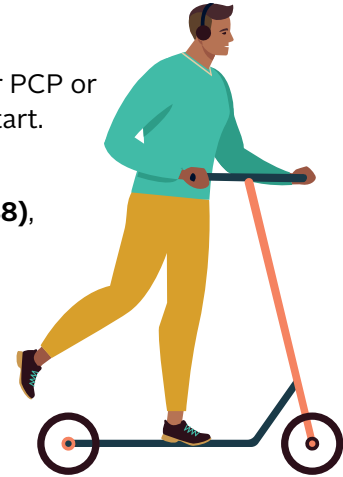
How to get behavioral health or substance use services

If you think you need behavioral health or substance use services, talk to your PCP or your behavioral health and substance use provider. This is the best place to start. Tell them how you feel.

You can also call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week.

If you are in a non-life-threatening behavioral health crisis, call our Mental Health and Substance Use Crisis Hotline at **1-844-211-0971**.

If your crisis is life threatening or an emergency, call **911**.



Find a behavioral health provider

If you need to find a behavioral health provider, visit **www.amerhealthcaritasla.com/member/eng/tools/find-provider**. If you would like a paper copy of the provider directory sent to you at no cost, you can call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week.

To learn more, call Member Services or visit **www.amerhealthcaritasla.com**.

Transportation benefits

If you need a ride to your appointments, if you need to pick up a prescription, or need other medically related transportation services, we can help. As an AmeriHealth Caritas Louisiana member, you qualify for transportation benefits. AmeriHealth Caritas Louisiana will cover medically necessary emergency and non-emergency transportation.

Here is how it works:

- For emergency transportation, call **911**. This is for serious health problems like chest pain, drug overdose, not being able to breathe well, heavy bleeding, and severe burns. If you receive emergency transportation when you do not have a true emergency, you may have to pay for the service.
- For non-emergency transportation, call **1-888-913-0364**, Monday to Friday, 8:30 a.m. to 5 p.m. Call this number for things like getting a ride to and from a medical appointment. Members should schedule their ride to their medical appointments at least 48 hours before the appointment.
- Are you waiting for a ride that you've already scheduled? You can check on the status of a ride by calling the Ride Assist Line, also known as "Where's My Ride?" Call **1-888-913-0364**, Monday to Friday, 8:30 a.m. to 5 p.m.

Community Wellness Centers

AmeriHealth Caritas Louisiana has Community Wellness Centers in New Orleans and Shreveport. The centers offer wellness events, health screenings, health education, activities for kids and families, exercise classes, baby showers, and other resources to AmeriHealth Caritas Louisiana members.

The Community Wellness Centers are open Monday through Friday, and one Saturday each month.

To learn more, call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours a day, seven days a week. You can also find Community Wellness Center event calendars and other information on our website at **<https://www.amerhealthcaritasla.com/community/wellness-center.aspx>**.

Changing health plans

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, seven days a week.

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 myplan.healthy.la.gov.

Changing your PCP

If you need to find a new PCP, you can go to www.amerihealthcaritasla.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 to find the latest Provider Directory.

Medical records

You have the right to 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.amerihealthcaritasla.com.

Fraud, waste, and abuse

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 Louisiana Department of Health (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 services more than they need to.

- **Example:** Rachel asks two 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, waste, or abuse by calling the AmeriHealth Caritas Louisiana Fraud tip Hotline number at **1-866-833-9718** or **fraudtip@amerihealthcaritas.com**. You can also report fraud, waste, or abuse to the LDH through any of the following:

Medicaid recipient fraud, waste, or abuse reporting to LDH:

- Via LDH website: **<http://ldh.la.gov/ReportRecipientFraud>**
- By toll-free phone to **1-888-342-6207**.
- By mail to:
Customer Service Unit
Louisiana Department of Health
P.O. Box 91278
Baton Rouge, LA 70821-9278
- By fax to **1-225-389-2610**.

Medicaid provider fraud, waste, or abuse reporting to LDH:

- Via LDH website: **<http://ldh.la.gov/ReportProviderFraud>**
- By toll-free phone 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
- By fax to **1-225-219-4155**.



Member grievances

A member grievance happens when you are not satisfied with any matter other than an action which can be appealed. When you are not satisfied, 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**.

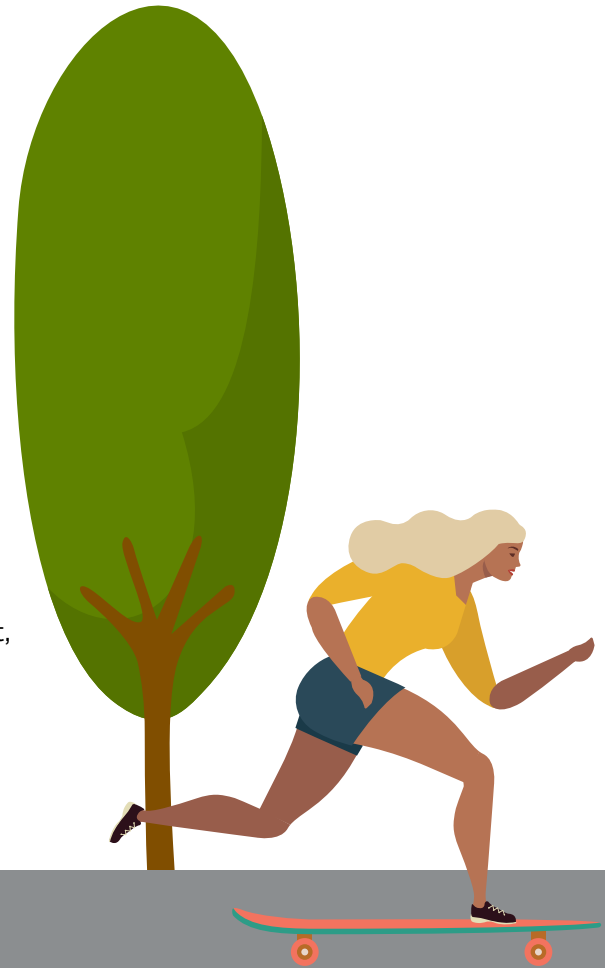
You can also write to us at:

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

What happens after you file a member grievance?

- An acknowledgment letter will be mailed to you within one business day 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 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.

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.

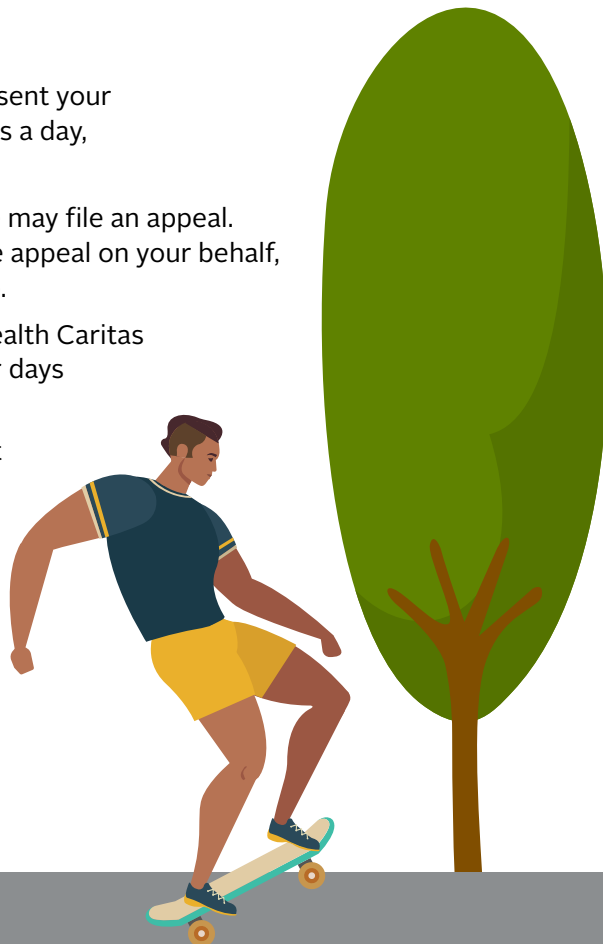
If you would like to present your evidence in writing, please send the information to:

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 acknowledgment letter will be mailed to you within one 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 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.

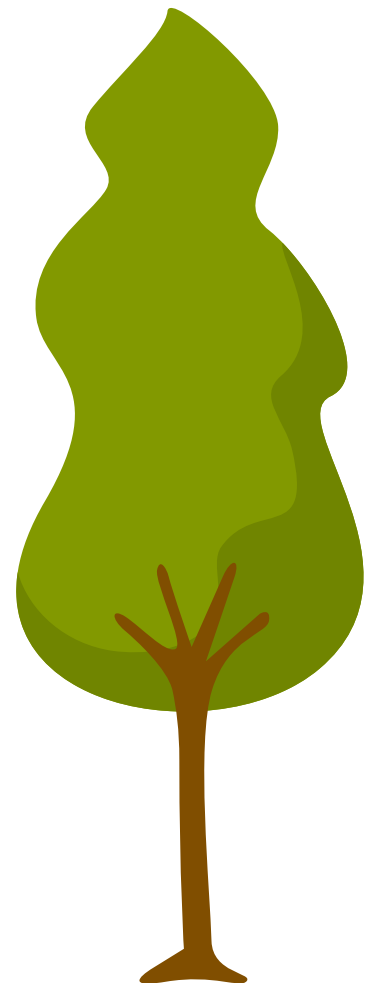
If the appeal decision agrees with AmeriHealth Caritas Louisiana's denial, you may have to pay for the services provided while the appeal was pending.

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 of the date of 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.
- 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 in 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**.

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 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.



Billing:

If you receive a bill when you visit the doctor, and you have questions about whether you should pay the bill, please call member services at **1-888-756-0004** to talk to a Member Services representative 24 hours a day, seven days a week.

Non-covered services:

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
 - Services otherwise approved by AmeriHealth Caritas Louisiana
- Services not covered 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 noncovered 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.

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. 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**.

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.

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**, 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.

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)**.

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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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