



Roadmap to a Healthy Life With HIV

www.amerihealthcaritasla.com


AmeriHealth Caritas[™]
Louisiana

Important numbers

My AmeriHealth Caritas Louisiana member ID number: _____

My primary care provider (PCP): _____

My PCP's phone number: _____

My case manager: _____

My case manager's phone number: _____

My pharmacy: _____

My pharmacy's phone number: _____

Transportation (see page 9 for more information):

- For emergency transportation, call **911**.
- For nonemergency transportation, call **1-888-913-0364**, Monday through Friday, 7 a.m. to 7 p.m.

AmeriHealth Caritas
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

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

Pharmacy Member Service
1-866-452-1040
(TTY 1-800-846-5277)
24 hours a day, seven days a week

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

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

Police or Fire Department
Emergency
911

Poison Control
1-800-222-1222

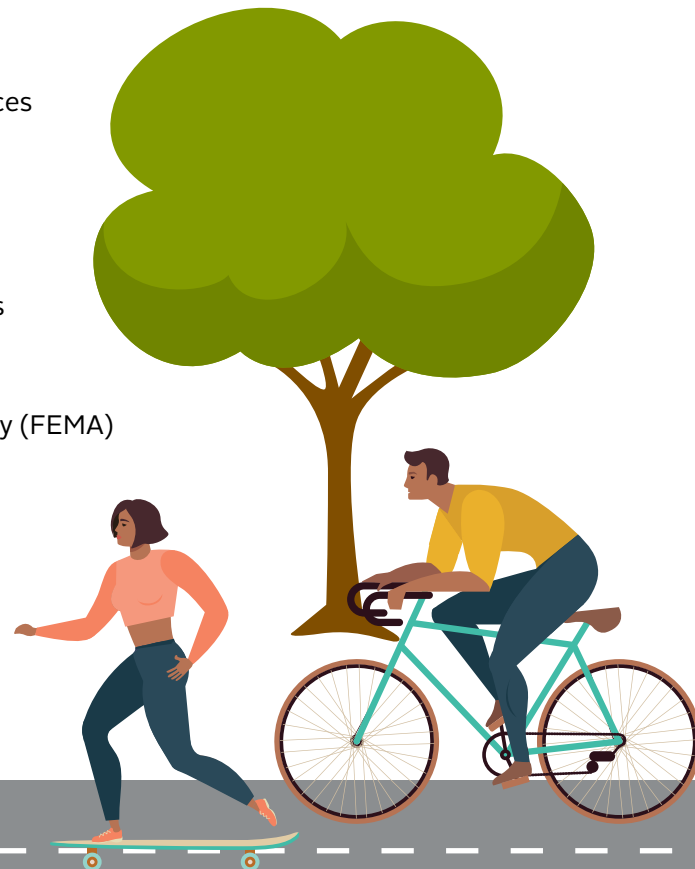
Community Resources
211

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 a Healthy Life with HIV 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.

Assessing your needs

We can help you 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 through Friday, 8 a.m. to 5 p.m.

Or, you can go to the Members page on 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 have a new address or phone number.
- You have additional medical conditions other than HIV.
- You have other health coverage.
- You have had any emergency department visits or hospital admissions in the last six months.
- You are pregnant or plan to become pregnant.

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





What is HIV?

HIV (human immunodeficiency virus) is a virus that attacks the body's immune system. If HIV is not treated, it can lead to AIDS (acquired immunodeficiency syndrome). With proper medical care, HIV can be controlled. People with HIV who get effective HIV treatment can live long, healthy lives and protect their partners.

How do I know if I have HIV?

The only way to know for sure whether you have HIV is to get tested. Knowing your HIV status helps you make healthy decisions to prevent getting or transmitting HIV.

Can I live a healthy life?

Yes. AmeriHealth Caritas Louisiana has many services and programs available to its members with HIV. Continue to follow this Roadmap to find the programs best for you.

Source: "About HIV", Centers for Disease Control and Prevention (CDC), <https://www.cdc.gov/hiv/basics/whatishiv.html>.



My health care team

Who will be on your HIV health care team? That depends on your health care needs. Routine checkups help you stay healthy.

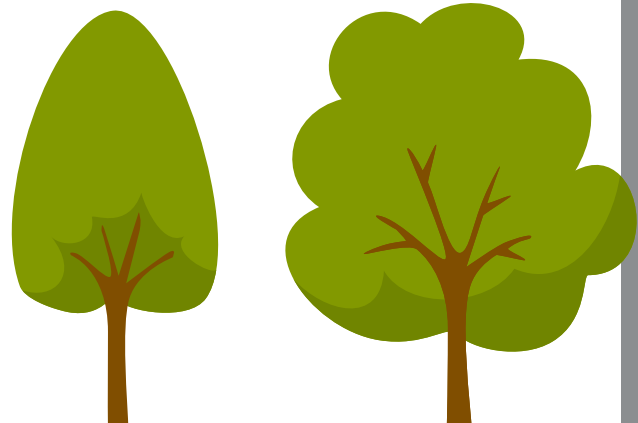
Your primary care provider (PCP) is the doctor you regularly see. Your PCP will lead your HIV health care team by helping you to determine which HIV medicines are best for you, prescribe antiretroviral therapy (ART), monitor your progress, and partner with you in managing your health care.

In addition to your PCP, your health care team may include:

- HIV specialists.
- Dentists.
- Pharmacists.
- Mental health providers (counselors/therapists).
- Case managers.
- Substance use/misuse specialists.
- Nutritionists/dietitians.

Source: "Types of Providers" HIV.gov,

<https://www.hiv.gov/hiv-basics/starting-hiv-care/find-a-provider/types-of-providers>.



PCP and specialist benefits

AmeriHealth Caritas Louisiana has a variety of 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, Programs, and Services page at <https://www.amerihhealthcaritasla.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 the links for the **Member Benefits Chart** and **Health benefits and services**.

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 talk with your PCP if you feel you need to see a specialist. If the specialist thinks you need other special treatment, you can ask to see another specialist. This is called a "second opinion". A second opinion is covered 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.
- Your Case Manager can help you choose a specialist and make an appointment.
- You can find a list of HIV specialists online at <https://www.amerihhealthcartiasla.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.

Changing your PCP

If you need to find a new PCP, you can go to 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 copy of the Provider Directory, or they can help you find a PCP over the phone. You can also go to www.amerihhealthcaritasla.com 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.

Access to care after business hours

24/7 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 care conditions, including HIV.



Dental benefits for adults (ages 21 and over)

Regular dental care can help you stay healthy. You should see the dentist two times a year for a dental checkup.

To find adult dental services, visit www.amerihealthcaritasla.com and click **Members > Self-service tools > Find a provider**. Then type in Dentist. Adult members are eligible to receive:

- Two dental exams with cleanings per year.
- One set of X-rays per year.
- Oral surgical procedures that are medically necessary to treat an injury or a disease related to the head or neck.
- Benefits from the two adult dental providers, Managed Care of North America (MCNA) and DentaQuest.
- Total dental benefit of \$500 per year, including up to \$275 for fillings and extractions.

My treatment plan

Once you receive a diagnosis of HIV, the most important next step is to start taking HIV medicine to treat it as soon as possible.

Getting on HIV treatment is the best thing you can do for your overall health and the first step to getting an undetectable viral load. This means the amount of HIV in your blood (viral load) is so low that a test can't detect it. Most people can get an undetectable viral load within six months of starting HIV treatment.

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 and over-the-counter medicine benefits

If you need a prescription or over-the-counter medicine, your health care provider will write you a prescription for you to take to the pharmacy.

Pharmacy copays

AmeriHealth Caritas Louisiana implements measures to help ensure that copays for Medicaid family members do not exceed more than 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, Programs, and Services page at

<https://www.amerhealthcaritasla.com/member/eng/benefits/index.aspx>.

Click on **Member Pharmacy Benefits**.

Covered medicines

The AmeriHealth Caritas Louisiana drug formulary is a list of medicines covered by our health care plan. You can find this list on our website, on the **Pharmacy** homepage under **Formulary**.

If you have any questions about which medicines are covered, contact your health care provider or pharmacist. You can also call Pharmacy Member Services at **1-866-452-1040 (TTY 1-800-846-5277)**.





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.



Medication adherence

Medication adherence is very important when taking your HIV medications. Adherence means taking your medications at the right time, as prescribed, to stay healthy.

Taking your HIV medication on time and in the correct way will help you fight HIV. Your medication controls your viral load (which you want to be low). Not taking your medication regularly could make the virus resistant to the medication. This means the medication becomes less effective in fighting the HIV virus.

If you need assistance remembering when to refill your medications, you can use the Member Portal or the AmeriHealth Caritas Mobile App. You can review the last 12 months of prescriptions filled and set refill reminders that will be sent securely to your email.

Source: Steps to Care Workbook, Steps to Care, <https://www.cdc.gov/hiv/pdf/effective-interventions/treat/steps-to-care/dashboard/cdc-hiv-stc-client-workbook.pdf>.



I'm taking my medications regularly. How often should I be tested?

Clinical guidelines recommend that individuals with HIV receive viral load testing when they start care and treatment and continue, typically, every three to four months.

Once an individual is virally suppressed for more than two years straight and tests show their immune system is doing well, health care providers may switch to ordering viral load tests only every six months.

Regular viral load testing is the only way to know that an individual with HIV has achieved and is maintaining an undetectable viral load. Just because someone was virally suppressed in the past does not guarantee they are still virally suppressed.

In the Member Portal, you are able to review all prescribed tests and screenings based on your individual health concerns (care gaps).

Source: "How often should viral load be checked?" WE > AIDS, <https://www.greaterthan.org/treat-faq/#often-hiv-viral-load-checked>.

Hospital care and outpatient services

AmeriHealth Caritas Louisiana covers medically necessary hospital services. These include medically necessary outpatient services such as laboratory tests. There may be limits to hospital services. You may find this information in the Benefits and Services section at <https://www.amerhealthcaritasla.com/member/eng/benefits/index.aspx>.

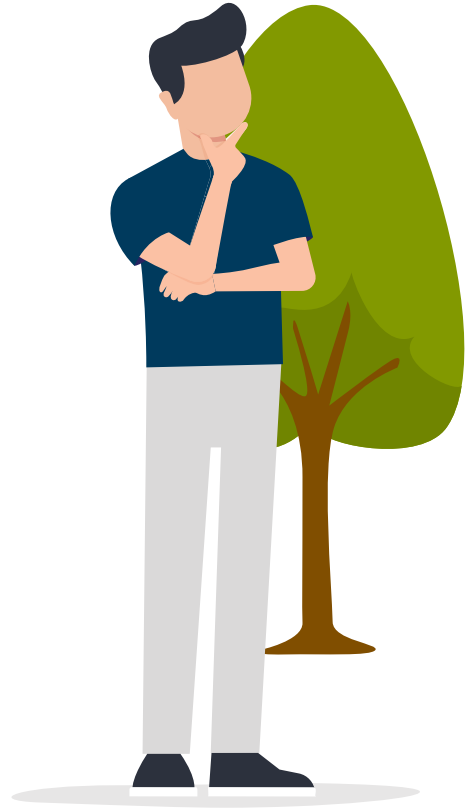
It is very important that you see your PCP within seven days of leaving the hospital. Your PCP will help you manage your health and medicines. This can help ensure you do not end up back in the hospital.

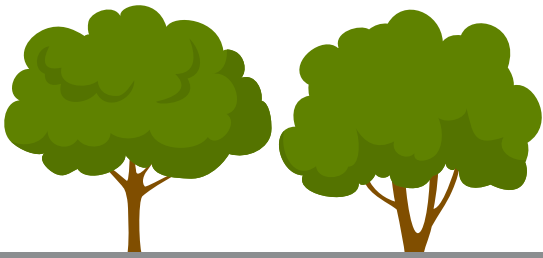
Urgent care

Urgent care is for conditions that are serious, but 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.amerhealthcaritasla.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 and make an appointment. Your PCP needs to know when you have had care from another health care provider.

Transportation benefits

If you need a ride to your appointments or 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 nonemergency 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 nonemergency transportation, call **1-888-913-0364**, Monday to Friday, 7 a.m. to 7 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 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, 7 a.m. to 7 p.m.



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.

The HIV care management 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, who is a registered nurse, to help you learn about the disease. The Care Manager will complete a Health Risk Assessment, a screening tool used to identify health risks and identify health status over time. All of your medical information will be protected.

The goals of the HIV care management program are to:

- Help you stay healthy by sustaining a low viral load (less than 200 copies per milliliter).
- Help you understand the different HIV tests and how often the tests should be completed.
- Help to teach adherence to HIV medications.
- Keep you out of the hospital.
- Help you find needed resources in the community.

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

Rapid Response and Outreach Team

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

- 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 at **1-888-643-0005**, Monday through 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, risk assessments, or tests. 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 eye care, medicine, women's care, and more.* To learn more, visit www.amerihhealthcaritasla.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.



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.

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.

Mom's Meals NourishCare

Mom's Meals prepares, packages, and delivers meals directly to you at any address. (Certain restrictions apply.) To find out if you qualify, or for more information, call AmeriHealth Caritas Louisiana Member Services at **1-888-756-0004**, 24 hours a day, seven days a week..

Housing program

Need help find temporary or permanent housing? The AmeriHealth Caritas Louisiana Housing program can assist you with finding necessary housing accommodations.

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, 8 a.m. to 5 p.m.



Mission GED®

A General Education 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.

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.

Whole Health Action Management (WHAM)

WHAM teaches self-management skills that can help you cope with your health condition. WHAM groups meet regularly. To find out when the next meeting is being held, call AmeriHealth Caritas Louisiana Member Services at **1-888-756-0004**, 24 hours a day, seven days a week.

Member Advisory Council (MAC)

The MAC meeting is where members come to tell us about how things are going with their health care and what they think about health programs that we create.

We provide lunch at the meeting, and you will also receive a gift for joining us.

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 a 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 24-hour Mental Health and Substance Use Crisis Line 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.

Community resources

AmeriHealth Caritas Louisiana brings health care right to the neighborhoods where our members live and work. Along with our community partners, we offer health and wellness programs for members of all ages.

Community Wellness and Opportunity Centers

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

The Community Wellness and Opportunity 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 and Opportunity Center event calendars and other information on our website at <https://www.amerhealthcaritasla.com/community/wellness-center.aspx>.

Ryan White HIV/AIDS Program

The Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program provides a comprehensive system of HIV primary medical care, essential support services, and medications for low-income people with HIV. The program funds grants to states, cities, parishes, and local community-based organizations to provide care and treatment services to people with HIV to improve health outcomes and reduce HIV transmission among hard-to-reach populations.

Core services

- Local pharmacy.
- Early intervention services.
 - Social workers.
 - Nurses.
- Outpatient ambulatory (primary care, specialty care, and labs).
- Medical case management.
- Oral health.
- Mental health services.
- Substance abuse services.
 - Treatment groups.
 - Outpatient treatment.
- Health insurance premium and cost-sharing assistance.

Source: "About the Ryan White HIV/AIDS Program," Health Resources & Services Administration (HRSA), (<https://hab.hrsa.gov/about-ryan-white-hiv-aids-program/about-ryan-white-hiv-aids-program>).

Support services

- Nonmedical case management.
- Housing services.
 - Rental assistance.
- Transportation services.
- Other professional/legal services.
- Linguistic services.
 - Translation.
 - Interpretation.
- Psychosocial support services.
 - Support groups.
- Emergency financial assistance.
 - Food vouchers.
 - Utility payments.
 - Rapid start medications.
 - Application fees.

You can find more community resources on our website in the Community section at <https://www.amerhealthcaritasla.com/community/index.aspx>.



Discrimination

Discrimination means that you are not allowed to participate in a service that is offered to others, or you are denied a benefit, because of your HIV disease. If you are living with HIV or AIDS, you are protected against discrimination on the basis of your HIV under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA).

You can file an Americans with Disabilities Act complaint alleging disability discrimination, including any complaint alleging violations against people with HIV/AIDS, against a state or local government or a public accommodation online or by mail or fax. To file a complaint electronically, use the ADA Online Complaint Form at <https://beta.ada.gov/file-a-complaint/>.

To file complaints related to discrimination in employment or housing, visit the U.S. Equal Employment Opportunity Commission at <http://www.eeoc.gov/employees/charge.cfm> or the U.S. Department of Housing and Urban Development <http://www.hud.gov/complaints/>.

Source: "Civil Rights," HIV.gov, <https://www.hiv.gov/hiv-basics/living-well-with-hiv/your-legal-rights/civil-rights>.

Changing health plans

You have the right to change health plans. 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, 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 www.healthy.la.gov.

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 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 phone call or by mail. A grievance can be filed at any time.

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 Grievances 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 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 the requested service, including the type of 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.

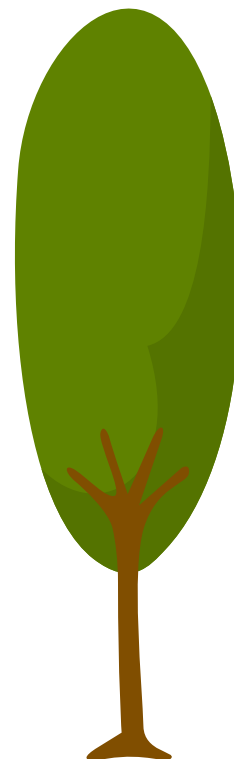
Please note that you will not lose your AmeriHealth Caritas Louisiana membership or health care benefits for filing an appeal.

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 acknowledgement 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 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 three 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 two 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**.

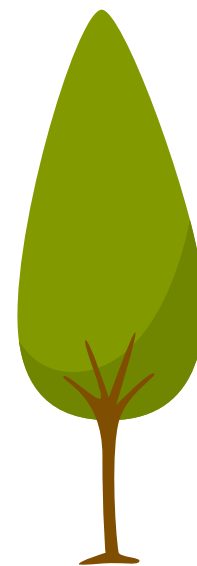
You may phone in your request for a state fair hearing to **1-225-342-5800**.

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.

AmeriHealth Caritas Louisiana may not cover all 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.

Other languages and formats

AmeriHealth Caritas Louisiana has written member materials in languages other than English and in other formats for the visually impaired. For the deaf and hard of hearing, TTY communication and American Sign Language are available..

These materials do not cost you any money.

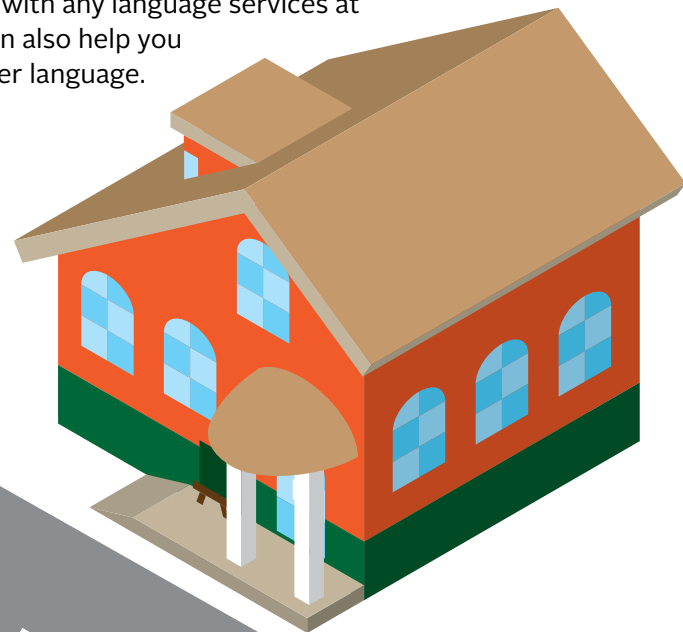
Please call AmeriHealth Caritas Louisiana Member Services at **1-888-756-0004** to ask for member materials in another language or in other formats.

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:

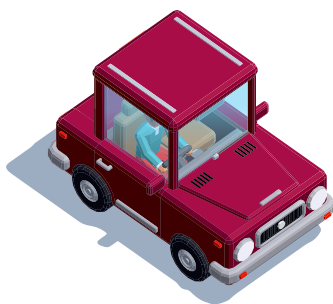
- AmeriHealth Caritas Louisiana
Attention: Member Grievances Department
P.O. Box 83580
Baton Rouge, LA 70884
Phone: **1-888-756-0004 (TTY 1-866-428-7588)**,
Fax: **1-225-300-9209**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Louisiana Member 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)**.



February 2022

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AmeriHealth Caritas
Louisiana

www.amerhealthcaritasla.com