

To: AmeriHealth Caritas Louisiana PCP Providers

Date: July 25, 2019

Subject: AmeriHealth Caritas Louisiana Member Reassignment Policy Update

Summary: AmeriHealth Caritas Louisiana has adopted a member reassignment policy, which includes core elements as outlined in [Louisiana Department of Health's Informational Bulletin 19-6](#).

What is the purpose of the member reassignment policy and what should providers expect?

The purpose of the member reassignment policy is to ensure Medicaid members are assigned to the most appropriate primary care provider (PCP). **This applies to all AmeriHealth Caritas Louisiana Network PCPs.**

How and when will providers be notified?

- AmeriHealth Caritas Louisiana will perform a quarterly PCP re-assignment analysis for the previous 12 months for all in-network PCPs.
- **For the initial rollout**, reports will be available via the secure provider portal, NaviNet on **July 25, 2019**. AmeriHealth Caritas Louisiana Account Executives will email providers with instructions on how to access the reports. Each quarter thereafter, reports will be available in NaviNet on the first day of the first month of the quarter (October 1, January 1, April 1, July 1).
- You will have **15 business days** to review and respond before any member is reassigned.
 - Providers who disagree with ACLA's data analysis have the ability to send in a dispute via PCPAssignment@amerihealthcaritas.com.
 - If, after 15 business days we do not receive a dispute, ACLA will reassign the member.
- If a provider does not respond, **on the 16th business day** AmeriHealth Caritas Louisiana will begin the reassignment process.

How will AmeriHealth Caritas Louisiana determine member reassignments?

Members will be eligible for reassignment if:

- Member is over 19 linked to a Pediatrician/PCP with member age limitations; or

- Member has one or more visits to an unassigned PCP in claims history within the previous 12 months including wellness visits and sick visits; and
- Member has been assigned to current PCP for at least 90 days.

Members will not be reassigned if:

- Member has one or more visits to a PCP other than their PCP of record within the same TIN as their assigned PCP; or
- Member has not had a visit with their current PCP or any other PCP within the previous 12 months.

Where can you find reports to review your roster?

- Updated panel roster reports are available via the secure provider portal, NaviNet, on the 15th of each month.
 - If your practice is not registered with NaviNet, you can sign-up by visiting our [website](#) or by speaking with your account executive.
- The panel rosters can be pulled via PDF or Excel or CSV, which can be filtered and/or sorted per the provider's preference.

If your practice is not registered with NaviNet, we highly recommend registering. To register, please visit www.navinet.net and sign up or contact your Provider Account Executive.

Questions:

If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.

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