

Louisiana Department of Health Informational Bulletin



To: AmeriHealth Caritas Louisiana Providers

Date: May 6, 2022

Subject: Informational Bulletin 19-6: Member Reassignment Policy Core Elements (revised)

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Regarding Provider Notification, please see the following changes:

- AmeriHealth Caritas Louisiana will publish the results of the claims analysis to the provider portal on the 15th calendar day of the second month of each quarter. If the due date falls on a weekend or a state-recognized holiday, the results shall be published on the next business day.
- The results shall identify all members eligible for reassignment from the PCP along with members eligible for reassignment to the PCP. Members identified as eligible for reassignment to the PCP shall be shared as informational only, considering this data is subject to change via the dispute protocol below.
- The results of the analysis will be published in a format that is able to be downloaded/exported into Excel. The PCP is allowed 15 business days to review before any members are reassigned.
- AmeriHealth Caritas Louisiana has provided protocol for provider disputes with the results from the claim analysis. To dispute the reassignment of the member(s) from the PCP, the provider must provide documentation (e.g., medical record, proof of billed claim, etc. for at least one date of service) that they have seen the member(s) during the previous 12 months. Providers may send disputes to: PCPAssignment@amerihealthcaritas.com.
- Please review [IB 19-6](#) (revised) for full details.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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Need to update your provider information? Send full details to:
network@amerihealthcaritasla.com.