

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** July 13, 2022

**Subject:** HIV Viral Load Suppression (HVL)

**Summary:** Information is being provided for a Louisiana Department of Health (LDH) priority measure regarding improving HIV Viral Load Suppression.

HIV Viral Load Suppression (HVL) is identified as a key goal in the Louisiana Medicaid Managed Care Quality Strategy. The HVL measure is designed to improve engagement in HIV medical care, as well as to achieve and maintain viral suppression among people with HIV.

Do you want to know how well your patients are managing their HIV? Log into our secure provider portal, NaviNet, and view your Report Card; this will help you identify members on your panel who may require counseling regarding HVL suppression and testing.

The Member Adherence Legend below may be used to help identify eligible candidates.

Member Adherence Legend	
N/A	Not eligible for the measure
C	Compliant for the measure (Suppressed)
N	Non-compliant for the measure (Not Suppressed/No Test in MY)

AmeriHealth Caritas Louisiana supports this endeavor and strives to improve the quality of life for members living with HIV by identifying barriers to care, and offering interventions such as:

- HIV Case Management Programs. Engaged members receive:
  - education on HIV disease process
  - monitoring to ensure medication compliance
  - assistance with:
    - making appointments
    - transportation
    - housing/nutrition
- Text message reminders when members miss one or more months of HIV medication refills

- [Enhanced HIV education](#) located on our website
- HIV member roadmap and brochure - printed educational materials may be distributed at community events
- Multi-disciplinary provider visits offering education on the measure specifications and best practices

### **What do you need to know?**

There are HIV programs and resources available to members at no cost to them:

- [Ryan White](#) programs throughout the state
- AmeriHealth Caritas Louisiana Case Management - which can assist members in getting the care they need; direct members to contact **1-888-643-0005**, or use the [Let Us Know Program](#) Form available on our website

To register for NaviNet access, please visit:

<https://www.amerihealthcaritasla.com/provider/resources/navinet/index.aspx>.

Additional information on performance for AmeriHealth Caritas Louisiana on this measure and others may be reviewed on the [Medicaid Managed Care Quality Improvement Dashboard](#).

**Questions:** Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

**Missed an alert?** You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).

### **Where can I find more information on COVID-19?**

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.