

# PROVIDER POST

News and updates you need to know

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# Private TPL and Medicare Advantage Plan Request Change

The process for updating Third Party Liability (TPL) for Medicaid members changed to align with Act 293 of the 2025 regular legislative session which became effective on August 1, 2025. For TPL updates for Medicaid members enrolled in a managed care organization (MCO), providers must contact the member's specific MCO to add or update TPL information. Contact information for AmeriHealth Caritas Louisiana is provided below.

## Third Party Liability Updates for Fee-for-Service Beneficiaries

For beneficiaries receiving fee-for-service Medicaid, please contact HMS to add or update TPL records.

### HMS Contact Information:

- Fax: (877) 204-1325
- Email: [latpr@gainwelltechnologies.com](mailto:latpr@gainwelltechnologies.com)
- Urgent TPL Requests for Fee For Service: [latprescalations@gainwelltechnologies.com](mailto:latprescalations@gainwelltechnologies.com)
- Phone: (877) 204-1324
- Hours: Monday through Friday, 8 a.m. – 5 p.m. (excluding Louisiana state holidays)

## Traditional Medicare Updates and TPL Escalations

All TPL update requests for traditional Medicare should be submitted to the Louisiana Department of Health (LDH) TPL Unit via email, fax, or phone. Escalation requests may also be sent to this unit in the following situations:

- More than five business days have passed since the initial request, and the change is not reflected in the Medicaid Eligibility Verification System (MEVS).
- Urgent pharmacy requests that have not been resolved in four business hours.
- Emergency updates needed to ensure immediate medical care access.

### LDH TPL Unit Contact Information

- Email: [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov)
- Fax: (225) 389-2709
- Phone: (225) 342-4510
- Hours: Monday through Friday, 8 a.m. – 4:30 p.m. (excluding Louisiana state holidays)



## Urgent Private TPL and Urgent Medicare Advantage Plan Update Requests

Urgent TPL requests should be submitted as follows:

- Managed care members: Contact the member's MCO.
- Fee-for-service beneficiaries (Legacy Medicaid): Contact HMS using the information above.

Urgent TPL requests are defined as the inability of a member to have a prescription filled or the inability of a member to access immediate care because of incorrect third-party insurance coverage.

Private TPL and Medicare Advantage Plan Update Request Change Forms can be found here: [Recipient\\_Insurance\\_Update.pdf](#).

The Traditional Medicare Update Form can be found here: [TraditionalMedicare.pdf](#).

Please send any questions regarding TPL to [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov).

For additional details, please review [Informational Bulletin 25-19 \(Revised 8.1.25\)](#).

## SPECIFIC QUESTIONS

### AmeriHealth Caritas Louisiana

Email: [tpl@amerihealthcaritas.com](mailto:tpl@amerihealthcaritas.com)

Fax: **1-215-863-5423**

Phone: **1-888-922-0007**

# Louisiana Food Insecurity



## By Addressing Food Insecurity, Medicaid MCOs can make Louisiana and America Healthy Again

By Kyle Viator

Market President, AmeriHealth Caritas Louisiana

As health leaders across the country strive to make America healthy, or at least healthier, we recognize the enormity of the task we face, especially in Louisiana.

There are many opportunities to make Louisiana healthier. More than 14% of Louisiana adults have diabetes, and **nearly 40% are obese**.

There are no easy fixes to these challenges. There is no single answer. But tackling food insecurity could have a huge, positive impact.

Food security is about more than simply having enough to eat. It means ensuring access to nutritious food that supports good health.

According to Feeding Louisiana, **1 in 7 Louisianans** struggle to provide healthy meals for themselves or their household. Research shows that if you eat healthy, you're less likely to develop diabetes and will better manage diabetes if you already have it. **You're less likely to become obese**. Being food secure also addresses two other social determinants of health – education and employment – by making you more productive at school or work.

With about one-third of all Louisianans and more than half of the state's children covered at least in part by Medicaid, Healthy Louisiana plans have a responsibility to be part of the solution to fighting Louisiana's food security crisis.

At AmeriHealth Caritas Louisiana, we are doing this in myriad ways. While we have long supported Louisiana organizations working to end hunger, in 2025, we started our Healthy Food, Healthy Community initiative, through which we have funded food banks and invested in partnerships with local grocers and community-based organizations in low-income neighborhoods.

This money has gone toward programs such as Makin' Groceries Mobile Markets, mobile pop-up food pantries, food backpack distributions, and summer food service programs for students. That last initiative is especially important now that the school year has ended, and many children have lost one of their few consistent sources of healthy meals for more than two months. By providing healthy food choices, we are helping Louisianans overcome food insecurity and building healthier communities.

Monetary donations are a great starting point for delivering impact. But you will also find our associates volunteering at the food pantries—unloading food pallets, packing boxes and grocery bags, or handing them out to the families.

But Medicaid health plans can go even further by providing medically-tailored meals for those with special dietary needs. For example, people with diabetes need food that will keep their blood sugar levels in check.

AmeriHealth Caritas Louisiana has provided medically-tailored meals as a value-added benefit for many years, and we found that it reduced avoidable hospital readmissions. Based on this result, the Louisiana Department of Health recently gave us permission to make medically-tailored meals a covered benefit, which will allow us to make medically-tailored meals available to more of our members.

The Louisiana Department of Health calls its Medicaid health plans “Healthy Louisiana” plans, and we take the responsibility to live up to that name very seriously. That is why we will continue to work to address food insecurity. It won't solve all of Louisiana's health challenges, but making sure Louisianans have access to healthy food would be an important step in making Louisiana healthy again.





# OPEN ENROLLMENT



## Open Enrollment Takes Place October 15 – December 1, 2025

AmeriHealth Caritas Louisiana offers members many additional benefits. In 2026, these benefits include:

- Up to \$750 in adult dental benefits (available through participating FQHCs)
- Up to \$150 in adult vision benefits
- Non-emergent medical transportation including: 15 round trip rides to Alcoholics/Narcotics Anonymous meetings and grocery stores within 30 miles
- CARE Card rewards
- Extras focused on education (HiSET exam voucher)
- Housing and homeless respite
- Weight management/Make Every Calorie Count (adult/child)
- Care meals
- Diabetic screening rewards
- Pregnancy Perks for pregnant women and new moms
- Lamaze classes
- Pain management
- Gym memberships for completing a routine well visit
- Support groups
- SSI Determination Medical Appointments (first Appointment only)
- Pharmacy stops for prescription pickups (same-day appointments)

Qualified Louisiana residents have until **December 1, 2025**, to change their Healthy Louisiana plan. Once enrolled, members can now get messages regarding their enrollment via email or text. Additional details regarding open enrollment can be found on Healthy Louisiana's website.



## Change to the Pharmacy Benefit Manager (PBM)

Our current pharmacy benefit manager (PBM) vendor, Prime Therapeutics will change to PerformRx.

Effective October 1, 2025, the pharmacy benefit managers (PBM) for most Medicaid members will change.

Medicaid pharmacy benefits are not changing.

All Medicaid health plans will still follow the Louisiana Medicaid preferred drug list.

Healthcare providers can contact PerformRx by phone at: **1-800-684-5502** or fax: **1-855-452-9131**.

For additional information, please visit our website at <https://preview.amerihealthcaritasla.com/pharmacy>.

## Change to NEMT Broker

Our current non-emergency medical transportation (NEMT) vendor, Verida Inc., will stop all rides effective end of day on October 31, 2025.

Effective November 1, 2025, **MediTrans** will begin providing rides for our members.

Healthcare providers can contact MediTrans at **1-844-349-4324** or [facility@meditrans.com](mailto:facility@meditrans.com) to schedule, modify, or get status updates on members' trips.

Also, providers can set up Standing Orders for members by completing and returning the required PDF, or ask a MediTrans representative about signing up for the facility portal to submit the information and get status updates electronically.

More information about MediTrans is available on their webpage at: <https://meditrans.com/about-us/>

# Highlights from the 2025 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

AmeriHealth Caritas Louisiana recently administered the CAHPS survey to both adult and pediatric members. A random sample of the plan's members were surveyed, inviting them to share their healthcare experiences.

This survey is used to assess patients' experiences with their health plan, personal doctor, specialists, and healthcare in general. As part of our health plan accreditation through the National Committee for Quality Assurance (NCQA), AmeriHealth Caritas Louisiana is required to field the CAHPS survey on an annual basis. CAHPS survey results are used to identify areas where our plan can continue improving the member experience. Reporting year 2025 is identified as Measurement Year (MY) 2024 CAHPS.

As a network provider, you play a vital role in our members' perception of health care services. Your interactions with our members play a crucial role in their satisfaction and can significantly enhance their overall healthcare experience.

This year's survey revealed increased member satisfaction with their personal doctor, the health plan, and the care they receive.

## Below is a summary of CAHPS survey ratings:

ADULT Measures	MY 2024 Results	MY 2023 Results	CHILD Measures * These composites are utilized Health Plan Accreditation Scoring	MY 2024 Results	MY 2023 Results
Customer Service	↑ 91.3%	89.3%	Customer Service	↑ 93.3%	85.1%
Getting Care Quickly	↑ 84.6%	80.8%	Getting Care Quickly *	↓ 87.0%	93.1%
Getting Needed Care	↑ 81.7%	79.8%	Getting Needed Care *	↓ 86.0%	88.0 %
How Well doctors Communicate	↓ 93.7%	94.2%	How Well doctors Communicate	↓ 93.5%	93.6%
Coordination of Care	↓ 89.2%	89.3%	Coordination of Care	↑ 84.2%	78.3%
Advised to Quit Smoking	↓ 73.5%	77.0%	Rating of Personal Doctor *	↑ 84.3%	83.2%
Rating of Personal Doctor	↑ 79.4%	65.0%	Rating of Health Care*	↑ 76.7%	75.0%
Rating of Health Care	↑ 60.9%	54.4%	Rating of Health Plan *	↑ 79.7%	72.5%
Rating of Health Plan	↑ 64.0%	61.8%	Rating of Specialist	↓ 72.5%	81.8%
Rating of Specialist	↑ 77.9%	62.7%			

(Continued on page 7)

# Highlights from the 2025 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey, continued

Adult survey results revealed key areas for care improvement, including:

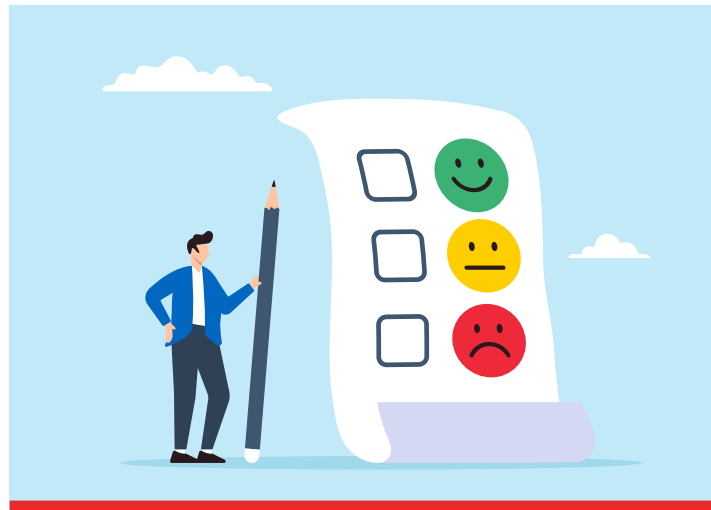
- How Well Doctors Communicate
- Coordination of Care for Members
- Advising Smokers and Tobacco Users to Quit

Child survey results revealed key areas for care improvement, including:

- Getting care quickly: Specifically, getting immediate care and getting timely routine care appointments
- Getting needed care: Specifically, getting timely appointments with a specialist
- Rating of specialist

## How can you improve the patient experience?

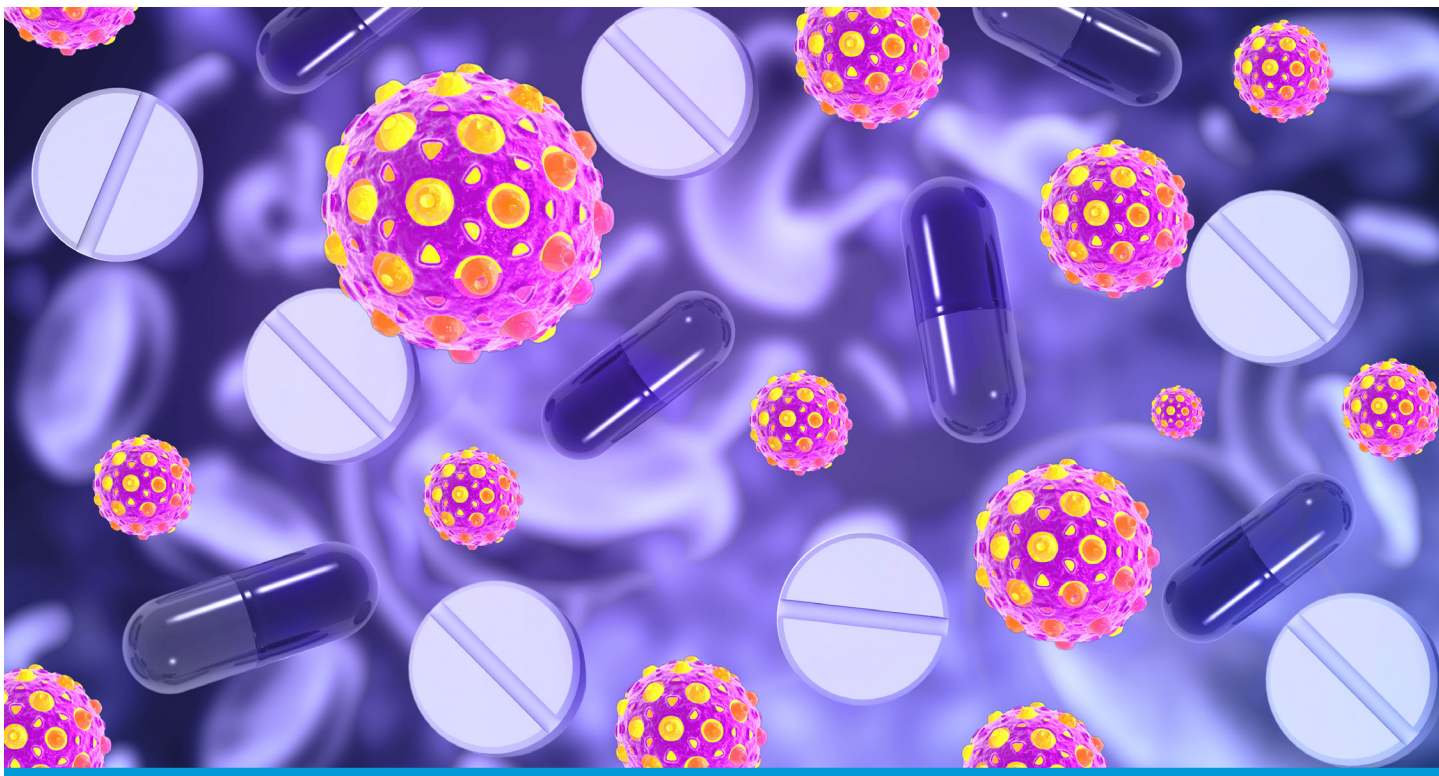
- Demonstrate active listening by asking questions and making confirmatory statements.
- Maintain eye contact while patient is speaking; sit down during visit to demonstrate active listening.
- Explain the rationale for tests, treatments, and referrals.
- Be proactive in checking with AmeriHealth Caritas Louisiana to make sure the treatment and/or test that is prescribed for your patient is covered before they leave the office.
- Make sure AmeriHealth Caritas Louisiana does not require any specific documentation, such as prior authorization, for treatment or test coverage.
- Obtain and review records from hospitals and other providers.



- Help ensure coordination of care between primary care provider and specialist.
- Assist patients with appointment scheduling for specialists and other ancillary providers.
- Promote information to patients on tobacco cessation programs.

We appreciate your dedication to our members. These results highlight our strong areas of collaboration and opportunities to enhance the member experience in 2025 and beyond.





## U.S. Antibiotic Awareness Week is November 18 - 24, 2025

U.S. Antibiotic Awareness Week is a campaign celebrated annually to improve awareness and understanding of antimicrobial resistance and promote best practices to reduce the spread of drug-resistant infections.<sup>1</sup> Every year, more than 2.8 million antimicrobial-resistant infections occur in the United States, and more than 35,000 people die as a result. The CDC reports that improving antibiotic use is a core strategy to optimize safety and combat antimicrobial resistance.<sup>2</sup>

In 2024, the CDC reported that the south had the highest outpatient antibiotic prescription rate.<sup>3</sup> Louisiana's prescription rate was 1,047 prescriptions dispensed per 1,000 people, compared to the U.S. outpatient antibiotic prescription rate at 756 prescriptions per 1,000 people in 2023.<sup>4</sup>

Overuse of prescription antibiotics for certain diagnoses like upper respiratory infections (URIs) can lead to unnecessary cost, potentially adverse effects, and antibiotic resistance.<sup>5</sup>

Optimizing antibiotic use is crucial for safeguarding public health. The CDC's "*Be Antibiotics Aware*" campaign is a national education effort to help improve antibiotic prescribing use and combat antibiotic resistance. A "*Be Antibiotics Aware Partner Toolkit*" aiming to improve antibiotic prescribing and use among consumers is also available. More information, including patient handouts, posters, stickers, and videos can be found [here](#).<sup>7</sup>

Thank you for your continued support and commitment to the care of our members.

<sup>1</sup>CDC- US Antibiotic Awareness Week. <https://www.cdc.gov/antimicrobial-resistance/communication-resources/usaaw.html>

<sup>2</sup>CDC- <https://www.cdc.gov/antibiotic-use/hcp/data-research/stewardship-report.html#:~:text=Outpatient%20data,756%20prescriptions%20per%201%2C000%20population>.

<sup>3</sup>CDC-Antibiotic prescribing and use. <https://www.cdc.gov/antibiotic-use/hcp/data-research/stewardship-report.html>

<sup>4</sup>CDC-Outpatient Antibiotic use. <https://arpsp.cdc.gov/profile/antibiotic-use/all-classes>

<sup>5</sup>CDC-Antimicrobial Resistance. <https://arpsp.cdc.gov/profile/antibiotic-resistance?tab=antibiotic-resistance>

<sup>6</sup>CDC-Antibiotic Prescribing and use. <https://www.cdc.gov/antibiotic-use/index.html>

<sup>7</sup>American Family Physicians/URI info. <https://www.aafp.org/pubs/afp/issues/2022/1200/antibiotics-upper-respiratory-tract-infections.html#:~:text=Avoid%20prescribing%20antibiotics%20for%20upper,children%20younger%20than%20four%20years>





## Pharmacy Resources Available

AmeriHealth Caritas Louisiana follows the Single Preferred Drug List (PDL) set by the Louisiana Medicaid Fee for Service (FFS) Pharmacy program. The single PDL is not an all-inclusive list of covered drugs. Drugs not on the PDL/PA list will not require prior authorization unless FFS has clinical criteria or point of sale edits.

The single PDL is available on the AmeriHealth Caritas Louisiana website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) under the Pharmacy tab via this link: <http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>

Twice per year, the FFS Pharmacy and Therapeutic Committee approves formulary changes to the single PDL. On a quarterly basis, the FFS Drug Utilization Review committee approves prior authorization and point of sale edits. Impacted members and their providers are notified of changes by letter. These changes are also published in the single PDL. Please visit the pharmacy site regularly to keep up to date with the latest changes.

The single PDL lists our guidelines for these drugs, such as any quantity limits, therapeutic interchange, prior authorization requirements, point of sale edits and more.

For most brand name products, prescribers who wish to prescribe brand name products must furnish documentation of generic treatment failure. The treatment failure must be directly attributed to the patient's use of a generic form of the brand name product. However, there are 13 instances that can be found in the single PDL in which the brand name product is preferred over the generic.

Requests for prior authorization of medications should be directed to PerformRx at **1-800-684-5502** or faxed to **1-855-452-9131**. Providers may also submit prior authorization requests using the Online PA request form at <http://www.amerihealthcaritasla.com/pharmacy/priorauth.aspx>. In most cases where the prescribing health care professional/provider has not obtained Prior Authorization, members will receive a three-day supply of the medication and PerformRx may make a request for clinical information to the prescriber.

For information on pharmacy services, prior authorization requirements, member benefits, and more, visit our website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com).



## Close Cancer Screening Gaps

As the end of 2025 approaches, take a moment to reflect on how you can impact patient health outcomes. Quarter 4 is the perfect time to close care gaps like those for cancer screenings to ensure our patients receive the preventive services needed stay well.

- **Cervical Cancer Screenings:** Women aged 21-65 should have regular Pap smears or HPV tests. Depending on the type of test performed and previous results, cervical cancer screenings are recommended every three to five years. If patients are due, you can perform a screening or assist with scheduling to protect against cervical cancer.
- **Breast Cancer Screenings:** The U.S. Preventive Services Taskforce (USPSTF) recommends biennial mammography for all women and individuals assigned female at birth, starting at age 40 and continuing through age 74. If your patients are due for this screening, now is the time to reach out and schedule their appointment.

- **Colorectal Cancer Screenings:** For adults aged 45-75, colorectal cancer screenings are crucial. Whether through stool-based tests, sigmoidoscopy, or colonoscopy, ensuring patients complete these screenings before year-end could reduce mortality by detecting cancer at an early stage, when therapy and treatment is more effective.

Early detection through screenings is vital to improving outcomes. As trusted healthcare providers, you can ensure these cancer screenings are completed timely. There is still time to make a significant impact—let's finish the year strong, together!

<https://www.uspreventiveservicestaskforce.org/uspstf/recommendation-topics>

<https://www.cms.gov/files/document/2024-national-impact-assessment-report.pdf>

## Adverse Incident Reporting Requirements

AmeriHealth Caritas Louisiana would like to remind specialized behavioral health providers of the requirement to report Adverse Incidents. Providers must report allegations of abuse, neglect, exploitation, or extortion directly and immediately to the appropriate protective services agency or licensing agency. AmeriHealth Caritas Louisiana must be notified within one business day of the discovery of the incident. Adverse Incident Reports should be faxed to AmeriHealth Caritas Louisiana at **1-844-341-7641**.

The following are types of adverse incidents that must be reported to AmeriHealth Caritas Louisiana:

- Abuse
- Exploitation
- Neglect
- Death (regardless of cause or location)
- Extortion



Providers may view the AmeriHealth Caritas Louisiana policy on Adverse Incident Reporting and access the form here: <https://www.amerhealthcaritasla.com/pdf/provider/provider-adverse-incident-reporting.pdf>

## Case Management: Referral Sources

To minimize the time between identifying a Member's need and receiving the appropriate services, the plan has multiple avenues for Members to be considered/referred for case management services, including, but not limited to:

- Member Services
- Health information 24-hour Nurse Call line
- Hospital Discharge planner referrals
- Health Plan Activity (UM, Rapid Response inbound calls, outbound campaigns, and Member service calls)
- Member/Caregiver Requests
- Provider Referrals ("Let us Know" form – see link below)
- Data Mining: Members with multiple comorbid conditions, high predictive risk scores, and high levels of emergency room and inpatient utilization are referred for CCM services

<https://www.amerhealthcaritasla.com/pdf/provider/resources/forms/member-intervention-request-form.pdf>





## Beware of phishing scams – Don't take the bait!

One of healthcare's most significant information security risks occurs when someone in a provider's office opens a phishing email and clicks on a malicious link. It only takes one click to compromise a practice's data security.

### Why it's important

Phishing scams are emails that look real but are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI), personally identifiable information (PII), and a practice's confidential and proprietary information at risk.

It may be a phishing email if it:

- Promises something of value (e.g., "Win a free gift card!").
- Asks for money or donations.
- Comes from a sender or company you don't recognize.
- Links to a site that is different from that of the company the sender claims to represent.
- Asks you for personal information, such as your username and password/passphrase.
- Includes misspelled words in the site's URL or subject line.
- Has a sense of urgency for you to act now.

Phishing emails may come from a trusted business partner that has experienced a security incident. All emails from outside your practice should be scrutinized.

If you suspect an email may be phishing, here's what you should do:

- Do not click any links in the email.
- Do not provide your username and password. You should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies such as banks or retailers like Amazon.
- Do not reply to the email or forward it to anyone else at your organization.
- Familiarize yourself with your practice's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.





## AmeriHealth Caritas Louisiana Offers No Cost Language Interpretation Services for Our Members

Interpretation services are available to member of AmeriHealth Caritas Louisiana at no cost. When a member uses AmeriHealth Caritas Louisiana interpretation services, the provider must sign, date and document the services provided in the medical record in a timely manner.

How to use our interpretation services:

- Inform the member of his or her right to no cost interpretation services.
- Make sure a phone is in the room or use a cell phone.
- Call Member Services at **1-888-756-0004**, 24 hours a day, seven days a week, with the member ID number, and Member Services will connect you to the necessary interpreter.
- Conduct the exam with an interpreter over the phone.

Interpretation tips:

- Speak directly to the patient, not the interpreter.
- Do not rush. Pause every sentence or two for interpretation.
- Use plain language. Avoid slang and sayings. Jokes do not always translate well.
- Check for understanding occasionally by asking the patient to repeat back what you said. This is better than asking, "Do you understand?"

In addition, translation services must be provided to assure adherence to providing services in a culturally competent manner. Please review additional details about Cultural Competency and Language Services on our **website**.



## Mobile Wellness and Opportunity Center

Our state-of-the-art Mobile Wellness and Opportunity Center will provide community services in easy-to-access locations at no cost to members.

Are you interested in working with us to reach and engage your patients? Would you like to have our mobile unit at your community event?

For more information about reserving time in our Mobile Wellness and Opportunity Center, please call 1-318-553-0976.



# Provider trainings

## ASAM 6 Dimension Criteria Training

AmeriHealth Caritas Louisiana is facilitating an American Society of Addiction Medicine (ASAM) 6 Dimension Criteria training\*\* at no cost for psychiatrists, psychologists, advanced practice registered nurses (APRNs) who are clinical nurse specialists in psychiatry or nurse practitioners (NPs) certified in psychiatry or mental health nursing, licensed professional counselors (LPCs), and licensed clinical social workers (LCSWs).

- Define ASAM Terminology.
- Review the ASAM Levels of Care.
- Explain the ASAM Multidimensional Assessment.
- Demonstrate how to use the ASAM Assessment in addressing a member's identified needs.

**Upcoming AmeriHealth Caritas Louisiana ASAM 6 Dimension Criteria Training dates and registration links are listed in the table.**

Wednesday	December 17, 2025	9 a.m. to 12 p.m.
<a href="#">December registration link</a>		

**Registration is required.** Please register in advance for your desired training date.

\*\*No continuing education credits (CEUs) will be given for this training. AmeriHealth Caritas Louisiana will provide Certificates of Attendance to verify completion of the training, which attendees may submit to their licensing board for post-approval consideration.

## Behavioral Health Claims and Billing Training

In this training we will discuss:

- Louisiana Medicaid Provider Enrollment Rebaseline — IB 24-22
- NaviNet (AmeriHealth Caritas Louisiana's secure **provider portal**)
- Changes to behavioral health coverage
- Behavioral health services requirements for billing/Specialized behavioral health services fee schedule (SBH\_FS)
- Evidence-based practices
- Top denials for behavioral health claims

**Upcoming AmeriHealth Caritas Louisiana Claims and Billing Training dates and registration link:**

Tuesday	November 18, 2025	2 p.m.
<a href="#">November registration link</a>		

**Registration is required.** Please register in advance.

## CME Outfitters Cultural Responsiveness Training

**Cultivating awareness through ongoing culturally responsive education and training**

AmeriHealth Caritas Louisiana's cultural responsiveness training opportunities focus on identity-centered care and building the capacity to meet the needs of our culturally and linguistically diverse membership in the communities we serve.

We are excited to share a new training opportunity offered by CME Outfitters, an upskilling platform to offer inclusivity training. Through this training opportunity, providers, subcontractors, and their clinical staff can increase awareness, inform, and apply knowledge to practice, discover creative strategies, and build capacity to engage with marginalized communities and those who experience health inequities.

To access the educational activities:

1. Go to [www.cmeoutfitters.com/health-equity-education-hub/Opens a new window](http://www.cmeoutfitters.com/health-equity-education-hub/Opens a new window)
2. Click on the activity or the **Learn More button** to read about the activity and to participate.
3. Review the course description.
4. Create a free account to participate in the activities. Each account serves as a personalized learning catalogue.
5. Follow the prompts to complete the education modules.

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## Provider trainings, continued

**Continuing Medical Education/Continuing Education credit is available upon completion of the course – at no cost.** CME/CE accreditations include AMA PRA Category 1 Credits™, American Nurses Credentialing Center (ANCC—nursing), American Academy of Physician Associates (AAPA—physician associates), Accreditation Council for Pharmacy Education (ACPE—pharmacy), American Psychological Association (APA—psychology), American Board of Internal Medicine (ABIM) Maintenance of Certification (MOC), as well as others.

### Cultural Competency Training

AmeriHealth Caritas Louisiana is pleased to offer web-based cultural competency training to network providers.

We will discuss:

- Culturally and Linguistically Appropriate Services
- Health equity

**The webinar will take place on:**

Wednesday	December 17, 2025	1 p.m. – 2 p.m.
<a href="#">December registration link</a>		

### Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training

AmeriHealth Caritas Louisiana is facilitating a Screening, Brief Intervention, and Referral to Treatment (SBIRT) training\*\* for physical health providers. The goal of this training course is to help participants develop their knowledge, skills, and abilities as SBIRT practitioners.

- Identify SBIRT as a system change initiative.
- Compare and contrast the current system with SBIRT.
- Introduce the public health approach.

- Discuss the need to change how we think about substance use behaviors, problems, and interventions.
- Understand the information that screening does and does not provide.

\*\*No continuing education credits (CEUs) will be given for this training. AmeriHealth Caritas Louisiana will provide Certificates of Attendance to verify completion of the training for attendees to submit to their licensing board for post-approval consideration.

**The webinar will take place on:**

Thursday	December 18, 2025	9 a.m. – 1 p.m.
<a href="#">December registration link</a>		

**Registration is required.** Please register in advance.

### Top Denials and Tips on How to Resolve Them

In this training we will discuss:

- The difference between a rejection and a denial
- Top denial codes and tips on how to resolve them
- Additional resources

**Registration is required.** To register, please go to **Top Denials and Tips on How to Resolve Them**, click the dropdown icon by the 'Time' header, and select your preferred session date.

Wednesday	November 26, 2025	2 p.m.
<a href="#">November registration link</a>		



## Questions

If you have questions about any content in this provider update, please get in touch with your Provider Account Executive or call Provider Services at **1-888-922-0007**.





**AmeriHealth** *Caritas*<sup>®</sup>

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Louisiana

[www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com)