

To: AmeriHealth Caritas Louisiana Providers

Date: February 6, 2025

Subject: [Informational Bulletin 25-02](#): Emergency Room Utilization Reduction Pilot Program

---

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

---

**Emergency Room Utilization Reduction Pilot Program**

The Louisiana Department of Health (LDH) announces an emergency room (ER) utilization reduction pilot program for 12 parishes comprising Region 4 (Lafayette area) and Region 5 (Lake Charles area). The program works by extending a primary care physician's (PCP) practice into patients' homes, offering treatment at home and providing the ability to address nonmedical drivers of health. To accomplish this, LDH has partnered with AmeriHealth Caritas Louisiana and Acadian Health to implement the program effective **February 10, 2025**.

It provides mobile urgent treatment to patients, age 13 and older, for a wide array of non-life-threatening medical conditions with the intent of avoiding an unnecessary ER visit. The hours of operation are Monday through Sunday, 8 a.m. - 10 p.m.

Acadian Health will be delivering a two-path program:

1. **Acute Care at Home** is an on-demand service for patients who require same day care within one hour. It serves as alternative care for non-traumatic hospitalizations for sick but stable patients who would otherwise seek care at the ER.

How it works:

- A patient who is reporting an acute exacerbation of chronic disease is referred to Acadian Health by their provider, and an initial visit is scheduled.
- Once arriving on scene and conducting a comprehensive patient assessment, Acadian Health communicates with the PCP to report findings and request direction for care.
- Treatment is ordered, administered, and results and records are made available to the patient's PCP through Acadian Health's electronic health record.

2. **Clinic at Home** is a proactive visit which is scheduled in advance, usually 24 hours ahead of time. This allows providers to extend their specialty practice into patients' homes, offering after hours and weekend support and the ability to address non-medical drivers of health.

How it works:

- MCOs identify patients who qualify for the program, obtain patient consent, and notify patient's PCP. Patients are enrolled via Acadian Health's online portal.
- The initial visit is completed, including all assessments and screenings, to identify needs, and a second visit is scheduled.
- Acadian Health connects with patient's case manager to coordinate plan and community resources to address patient needs and goals of care.
- Treatment is ordered, administered, and results and records are made available to the patient's PCP through Acadian Health's electronic health record.

Acadian Health's services include assessment, treatment, and administration of medication. In addition to helping extend a provider's practice into a patient's home, the physician collaborating care will be reimbursed for the applicable evaluation and management telehealth visit. For more information such as a full listing of services provided, parishes served, and reimbursable procedure codes visit <https://ldh.la.gov/healthathome>.

For more information:

(337) 291-3333 or

(800) 259-3333

For providers to schedule an Acute Care at Home visit for their patients:

(337) 704-5829 or

(844) 987-1395

For full details, please see [Informational Bulletin 25-02](#).

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 daily between 7:00 am – 7:00 pm.

#### **Missed an Informational Bulletin?**

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Informational Bulletins](#).

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