

To: AmeriHealth Caritas Louisiana Providers

Date: July 1, 2026

Subject: Assertive Community Treatment (ACT) Face-to-Face Encounters

Summary: Reimbursement for ACT Face-to-Face encounters billed at a minimum of six encounters during each full month of ACT enrollment.

AmeriHealth Caritas Louisiana requires the ACT Minimum Encounter Exception Form to be submitted when fewer than six (6) face-to-face ACT encounters are completed in a month, after the initial month of ACT enrollment.

Effective for dates of service **July 1, 2026**, and after, ACT providers should submit an [Assertive Community Treatment \(ACT\) Minimum Encounter Exception Form](#) (available on our website) if fewer than six (6) face-to-face visits are provided during the month.

The exception form should be completed when clinically appropriate circumstances occur, and the provider is unable to complete the minimum face-to-face requirements. The form captures visit information, outreach attempts, collateral contacts, and the clinical rationale for the exception.

Our medical staff will review the Minimum Encounter Exception Form to ensure clinical appropriateness. Ensure supporting documentation is maintained in the patient file and available upon request.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with 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 list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

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