PROVIDER***ALERT***

AmeriHealth Caritas Louisiana

To: **AmeriHealth Caritas Louisiana Providers (Primary Care Physicians)**

Date: **November 6, 2026**

Subject: **Condition Optimization Program: Partnering with Providers to Improve Member Care**

Summary: AmeriHealth Caritas Louisiana Condition Optimization Program helps improve chronic condition documentation and member care.

AmeriHealth Caritas Louisiana recognizes the important role primary care physicians play in helping members manage chronic and complex health conditions. The Condition Optimization Program, or COP, provides an additional opportunity for providers to support these members while maintaining complete and accurate member health information.

The COP identifies members whose claims and encounter history suggest chronic or complex health conditions that may benefit from provider review and validation. Under its contract with the Louisiana Department of Health, AmeriHealth Caritas Louisiana is responsible for collecting and submitting complete and accurate encounter data for all services furnished to its members.

Purpose of the COP

The COP provides incentive opportunities for completing eligible administrative activities that support accurate encounter data and member engagement. The COP helps identify members whose chronic conditions may require review or validation based on available claims and encounter data. By reviewing and completing eligible COP activities, providers may have the opportunity to earn available program incentives while supporting more accurate clinical documentation and condition reporting.

How to participate?

- Review pending COP activities in NaviNet.
- Schedule routine visits as clinically appropriate.
- Assess and document all conditions evaluated during the encounter.
- Submit complete encounter and claims data.
- Complete eligible COP activities.

Check your available opportunities.

Many practices have active COP opportunities waiting for review. Your Provider Network Management Account Executive can help you:

- Understand your available COP opportunities.
- Review estimated incentive potential.
- Access provider-specific reports.
- Navigate the COP functionality within NaviNet.

Providers are informed about COP members through pending activities in the *Patient Roster Report* under the Practice Documents workflow in NaviNet. A pending activity appears for a COP member when one of the following occurs:

- No claims were submitted by the primary care provider for that member within the previous six months.
- Claims were submitted by the primary care provider within the previous six months, but claims didn't include all the chronic/comorbid diagnosis codes found in the member's claims history.

Need Assistance?

If you are not currently using NaviNet regularly, or would like a refresher on the COP workflow, our team is available to provide:

- Quick NaviNet demonstrations
- COP program education
- Provider-specific reporting support
- Guidance on identifying and completing opportunities

AmeriHealth Caritas Louisiana encourages providers to check their Practice Documents regularly through NaviNet to identify members who require action. Incorporating this review into existing administrative or care management workflow can help practices stay current on member information and identify patients who may need additional outreach or follow-up care.

When reviewing COP activities, providers should continue to follow appropriate clinical documentation and coding guidelines. The Condition Optimization Program User Guide is found in NaviNet and provides detailed instructions for accessing and completing COP activities in NaviNet.

Questions:

Thank you for your continued support and commitment to our patients' care. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert?

You can always find a complete list of provider alerts on our website's Newsletters and Updates page.

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