



February 7, 2025

Qlarant medical records requests to Louisiana Medicaid ABA providers

In recent weeks, many Louisiana Medicaid Applied Behavior Analysis (ABA) providers have received records requests from Qlarant, the Unified Program Integrity Contractor (UPIC) for the Centers for Medicare and Medicaid Services (CMS). This request is part of a broader CMS review of Louisiana Medicaid, and is not a targeted billing audit.

The Qlarant requests seek medical records from the ABA providers, to be submitted through Qlarant's secure Kiteworks portal. If discrepancies are found, or records are not provided, there may be potential for recoupments similar to CMS' Payment Error Rate Measurement (PERM) review process.

Qlarant will grant providers a five-day extension to the submission timeline response upon request. If additional time is needed to respond, please request an extension directly with Qlarant at swmanagedcarereview@qlarant.com.

Providers with questions regarding the records requests can reach out to Qlarant at swmanagedcarereview@qlarant.com or (214) 231-0310. This email address was also included in the initial email sent to providers.

For those who are unable to use Qlarant's Kiteworks portal and need help submitting records, you may send them the records response to Rebecca Hebert at LDH Program Integrity via fax at 225-376-4804 or via secure email at Rebecca.Hebert@la.gov.