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Jeff Landry
GOVERNOR

Bruce D. Greenstein
SECRETARY

State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

June 12, 2026

Mr. Kyle Viator, CEO
AmeriHealth Caritas Louisiana
10000 Perkins Rowe, 4th Floor
Baton Rouge, LA 70810

RE: LDH Written Decision on ACLA Dispute – Failure to Implement Transportation Network Companies into the NEMT Program as an MCO-Covered Service

Dear Mr. Viator:

On April 27, 2026, the Louisiana Department of Health (LDH) issued a Notice of Action (NOA) to AmeriHealth Caritas Louisiana (ACLA) regarding its failure to implement Transportation Network Companies (TNCs) into the Non-Emergency Medical Transportation (NEMT) Program as an MCO-Covered Service, as directed by the Louisiana Department of Health (LDH).[1] On May 11, 2026, ACLA appealed LDH's NOA.[2]

Although ACLA failed to implement TNCs into the NEMT program by the initial deadline of April 15, 2026, ACLA complied with the implementation of TNCs by the extended May 1, 2026, deadline. Accordingly, this matter will be closed. If, in the future, ACLA fails to demonstrate full compliance with the implementation of an MCO-Covered Service, penalties may be assessed for each instance of non-compliance.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Signed by:
Pam Diez
Pam Diez
Medicaid Chief Operating Officer

[1] The notice is available online at:
https://ldh.la.gov/assets/docs/BayouHealth/Accountability/3.0/ACLA/ACLA3-15_Emergency_Medical_Transportation_Program_as_a_MCO_Covered_Service_4.27.26.pdf
[2] The dispute is available online at:
https://ldh.la.gov/assets/docs/BayouHealth/Accountability/3.0/ACLA/ACLA3-15_Dispute_Transportation_Network_Companies_NEMT_Program.pdf

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PD/js

cc: Brandon Bueche
Veronica Gonzales
Kristie Robinson
Carmen Valliere
Christina Wilson
ACLA3-15