

April 2019

## **New requirements in audit protocol**

**Background:** As a part of the Provider Monitoring Provider Program, Healthy Blue audits providers according to National Committee for Quality Assurance (NCQA) standards, Louisiana Department of Health (LDH) required elements, *Clinical Practice Guidelines* and additional standards as applicable.

### **New audit protocol requirements**

Due to recent changes in audit protocol requirements for managed care organizations, Healthy Blue now includes additional requirements in our audit protocol. These requirements can be found in the *[LDH Behavioral Health Services Manual](#)*.

The new audit elements can also be found on the [LDH website](#) by navigating to Provider & Plan Resources > [Provider Monitoring Report \(#358\)](#).

### **What if I need assistance?**

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

**<https://providers.healthybluelo.com>**

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