

To: AmeriHealth Caritas Louisiana Providers

Date: March 28, 2025

Subject: HIV Viral Load 2025

Summary: Information is being provided for the Louisiana Department of Health priority measure regarding improving HIV Viral Load Suppression.

Why focus on HIV?

- HIV Viral Load Suppression (HVL) remains a key goal in the Louisiana Medicaid Managed Care Quality Strategy.
- The HVL measure is designed to improve engagement in HIV medical care, as well as to achieve and maintain viral suppression among people living with HIV.
- HIV Viral load allows providers to know how well their patient is managing their HIV.

Measure Guidelines:

- The percentage of Medicaid enrollees aged 18 and older with a diagnosis of HIV who had an HIV viral load less than 200 copies/mL at the last HIV viral load test during the measurement year

How can you help?

- Identify your eligible members who are 18+ and living with HIV.
- Reach out to members to schedule an annual checkup.
- Order HIV Viral Load lab tests on all members who are living with HIV at a minimum once a year.
- Offer HIV resources, such as [Ryan White](#) programs, available throughout the state.
- Refer members to AmeriHealth Caritas Louisiana Case Management Program by having members call 1- 888-643-0005 or use the [Let Us Know Form](#) available on our provider website.

Start the year off strong!

- Let's work together to engage and improve health outcomes by monitoring the HIV Viral Load for our members living with HIV. Not only will this help protect our members' health, but it is also a great way to boost your practice's performance in 2025 with the HVL measure.

Disclaimer: Physicians and other health care providers are solely responsible for the treatment decisions of their patients and should not use the information in this communication to substitute independent clinical judgement.

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.