

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Providers  
**Date:** September 1, 2017  
**Subject:** Claims denied for missing information in box 32 of CMS 1500

**Summary:** Professional claims denied erroneously for missing information in box 32 of the CMS 1500.

AmeriHealth Caritas Louisiana has identified claims that were incorrectly denied beginning in April 2017 through August 2017 for missing information in box 32 of the CMS 1500.

This issue has been rectified and claims are being reprocessed. Reprocessing of claims is expected to be completed during the week of September 6, 2017.

Please note: Some of these claims may continue to deny due to other claims edits.

## **What do you need to do?**

Providers do not need to take action. AmeriHealth Caritas Louisiana will automatically reprocess these claims.

We apologize for any inconvenience this may have caused.

## **Questions:**

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