

# PROVIDERALERT



**To: AmeriHealth Caritas Louisiana Providers**

**Date: December 13, 2017**

**Subject: HOLIDAY SCHEDULE – IMPORTANT DATES TO REMEMBER**

Happy Holidays! Due to the holiday season, the AmeriHealth Caritas Louisiana administrative offices will be closed on:

- **Friday, December 22, 2017**, starting at noon in observance of Christmas Eve.
- **Monday, December 25, 2017**, in observance of Christmas.
- **Friday, December 29, 2017**, starting at noon in observance of New Year's Eve.
- **Monday, January 1, 2018**, in observance of New Year's.

If you and/or your patients need to contact us immediately during this time, contact:

- Utilization Management team at **1-888-913-0350**; after business hours, on weekends and state observed holidays at **1-888-756-0004**.
- Behavioral Health Utilization Management team (Providers only) at **1-855-285-7466**.\*
- Member Services at **1-888-756-0004 (TTY: 1-866-428-7588)**.\*

\*These teams are available 365 days a year, 24 hours a day, seven days a week.

You can also contact our Provider Services team at **1-888-922-0007**. They are available Monday – Friday from 7 AM – 6 PM CST.

**Check issuance schedule for claims payment** – There will be a check issuance on Monday, December 25, 2017. The final check issuance for 2017 will be on Wednesday, December 27, 2017.

Visit the AmeriHealth Caritas Louisiana website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) for a complete list of our latest provider updates.

Have a safe and wonderful holiday season!

## 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.