

# PROVIDERALERT



**To: AmeriHealth Caritas Louisiana Providers**

**Date: December 19, 2018**

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

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

- **Monday, December 24 - Tuesday, December 25, 2018**, in observance of Christmas.
- **Monday, December 31, 2018**, starting at noon in observance of New Year's Eve.
- **Tuesday, January 1, 2019**, 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 Claims Services (PCS) team at **1-888-922-0007**. They are available Monday – Friday from 7 AM – 5 PM CST. **Please note:** PCS will be closed on Tuesday, December 25, 2018, in observance of Christmas and on Tuesday, January 1, 2019, in observance of New Year's.

**Check issuance schedule for claims payment** – There will be a check issuance on Monday, December 24, 2018. The final check issuance for 2018 will be on Wednesday, December 26, 2018.

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.

## Register for Network News our free email service!

**Effective January 1, 2019**, AmeriHealth Caritas Louisiana will begin sending important health plan news and information relevant to our provider community via email. Simply complete the form under News

and Updates on the Providers page of our website, click submit and watch for a confirmation email. It's that simple! Sign up today!

**Electronic Funds Transfer (EFT)**

Simplify your payment process with EFT from AmeriHealth Caritas Louisiana and Change Healthcare (formerly Emdeon). EFT provides fast, easy and secure electronic payments — without the need for a traditional paper check. Enroll now at [Change Healthcare EFT Enrollment Services](#).