

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** March 29, 2019

**Subject:** CMS 1500 Claims May Have Denied In Error with Denial Code Z14

**Summary:** Claims may have denied in error with denial code Z14 when submitted on a CMS 1500 Claim form.

AmeriHealth Caritas Louisiana has resolved an issue that caused some claims processed March 4, 2019 - March 17, 2019 to deny when submitted on a CMS 1500 claim form. Providers affected may have received denial code **"Z14- Servicing Provider Taxonomy Not Present on Submitted Claim"** in error.

### What do you need to do?

Providers do not need to take action. Claims impacted were reprocessed and were reflected on the March 20, 2019 remittance advice.

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.

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