

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** July 27, 2020

**Subject:** Taxonomy Denials on Professional Claims

**Summary:** Professional claims denying for taxonomy codes in error.

## Background

AmeriHealth Caritas Louisiana has identified an issue where some professional claims were denied in error for the denial descriptions below:

- **Z13** – Servicing Provider Taxonomy not match/Servicing Provider Taxonomy does not match with the Taxonomy on file.
- **Z14** – Servicing Provider not present/Servicing Provider Taxonomy not present on submitted claim.

## What do you need to do?

Providers do not need to take action. We have made the correction to our claims adjudication system and **reprocessing of all impacted claims is scheduled to be completed by August 15, 2020.**

## 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](#).

## Missed an alert?

You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

## Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for update-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.