

To: AmeriHealth Caritas Louisiana Providers

Date: October 8, 2021

Subject: Claims System Issue Identified Impacting Hospital Submissions

Summary: Hospital submissions are denying with the ZC9 edit in error.

AmeriHealth Caritas Louisiana has identified a claims system error, which is denying inpatient hospital claims with edit **ZC9 “Principal Surg Code is missing/invalid”**.

AmeriHealth Caritas Louisiana is aware of the issue and is diligently researching to resolve as quickly as possible. Providers do not need to resubmit claims. Once the system issue is resolved, all impacted claims will be reprocessed.

AmeriHealth Caritas Louisiana will send another alert with updates as soon as possible.

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 Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

You can find a complete listing of provider alerts on the [Provider 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 up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.