

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: November 11, 2021

Subject: Update: Additional Claim System Issue Identified and Resolved – p02 Denials

Summary: A new subset of claims were denying with edit p02 in error and has been resolved.

AmeriHealth Caritas Louisiana identified a claims system error where an additional subset of claims were denying with edit p02, “the patient's age does not meet policy requirements for the procedure code and/or a diagnosis code.” The p02 edit matches to Claim Adjustment Reason Code 6 and explanation code “The procedure/revenue code is inconsistent with the patient’s age”.

Note: Please refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.

The system issue was resolved November 3, 2021.

Providers do not need to take action. Impacted claims have been submitted for recycling with a target completion date of November 18, 2021.

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.