

# PROVIDER ALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** May 27, 2022

**Subject:** Claims System Issue Identified Resulting in “Z98” Denials

**Summary:** Outpatient hospital claims submitted with hospital revenue code 361 are denying with explanation code “Z98” in error.

AmeriHealth Caritas Louisiana has identified an error impacting outpatient hospital claims submitted with hospital revenue code 361. These claims are denying with explanation code “Z98” – not payable by MA.

AmeriHealth Caritas Louisiana is working to resolve the issue. Please allow up to 30 days for the error to be corrected.

**Providers do not need to take action.** Once the issue has been resolved, all impacted claims will be reprocessed automatically.

We apologize for any inconvenience and will provide updates as needed.

**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.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).

**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.