

PROVIDERALERT



To: AmeriHealth Caritas Louisiana FQHC/RHC Providers

Date: August 18, 2022

Subject: FQHC/RHC Provider Claims Denying in Error

Summary: System Error – Invalid Denials Z26 and Z98

AmeriHealth Caritas Louisiana has discovered a claims system error that is impacting Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs). The EOB denial codes are:

- Z98 - code not covered by MA
- Z26 - code ineligible for place of service

The plan is working diligently to resolve the issue with expected resolution no later than August 26, 2022.

What do you need to do? Providers do not need to take action. All impacted claims will be recycled.

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.

Need to update your provider information? Send full details to 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 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.