

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: April 18, 2023

Subject: Claims system error discovered

Summary: CPST and PSR services denying in error

ACLA has discovered a claims system error. Claims billed by Unlicensed or Provisionally licensed providers are denying with EOB edit 209 when billing HCPC codes H0036 or H2017.

What do you need to do?

No action needed by providers. ACLA is in the process of resolving the issue and will have all impacted claims recycled by **April 27, 2023**.

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 up-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.