

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: October 18, 2023

Subject: Claims System Error

Summary: Adult Chiropractic services- Initial 18 visits denying for no authorization.

AmeriHealth Caritas Louisiana has discovered a claims system error. Chiropractic services are denying in error for no authorization: EOB code X01 (No authorization on file) for the first 18 visits for members aged 21 and over. The claims system will be updated within 15 calendar days.

What do you need to do?

No action needed by providers. ACLA will recycle all impacted claims no later than **November 1, 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