

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** October 18, 2023

**Subject:** Claims System Error

**Summary:** Vision contact lenses denying in error.

AmeriHealth Caritas Louisiana has discovered a claims system error. Contact lenses are denying for no authorization: EOB code X01 (No authorization on file) 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](mailto:network@amerihealthcaritasla.com)