

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Professional and Facility Providers

Date: February 22, 2024

Subject: Claims with CPT 96372 Denying Incorrectly

Summary: Claims system error – CPT 96372

AmeriHealth Caritas Louisiana has discovered a claims system error on claims billed with CPT code **96372** denying incorrectly with denial code **V81- Procedure code is age restricted** for members ages 3 years and older. The claims system is currently being updated, and the target date of completion will be no later than **March 7, 2024**.

We apologize for the inconvenience.

What do you need to do?

No action is needed by providers. Impacted claims will be recycled by **March 7, 2024**.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with 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 list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.