

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: March 11, 2026

Subject: Telehealth Services Claim Denials

Summary: Claims system error identified – H77 Modifier Inappropriate for Procedure

AmeriHealth Caritas Louisiana has identified an error in its system that impacts claims billed with Modifier 95 for telehealth approved services causing claims to deny in error. As referenced in the Louisiana Department of Health Professional Services [Provider Manual](#), services located in the Telemedicine Appendix of the Current Procedural Terminology (CPT) manual, or its successor, may be reimbursed when provided by telemedicine/telehealth. In addition, other specified services may be reimbursed when provided by telemedicine/telehealth and these services are explicitly noted in a Medicaid provider manual.

What do you need to do?

AmeriHealth Caritas Louisiana is updating its claims system and impacted claims will be recycled within 15 days of completion of the system updates.

Questions:

Thank you for your continued support and commitment to our patients' care. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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