

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: April 29, 2026

Subject: Vision Services – Claims system issue identified

Summary: Claims for vision services denying in error.

AmeriHealth Caritas Louisiana has identified a configuration error impacting claims for certain vision services. Impacted claims are being denied in error as not payable by Medicaid; however, the billed services are reimbursable in accordance with the Louisiana Medicaid Vision Services Fee Schedule.

AmeriHealth Caritas Louisiana is actively working to correct this system issue. A system update is scheduled, and all impacted claims will be identified and reprocessed by **May 6, 2026**.

What do you need to do?

No action is required from providers at this time. Providers do not need to resubmit claims impacted by this issue.

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](#).

Missed an alert?

You can always find a complete list of provider alerts on our website's [Newsletters and Updates](#) page.

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