PROVIDER*ALERT*

AmeriHealth Caritas Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **November 16, 2026**

Subject: **Provider 835 Issue Resolved**

Summary:	Important information regarding Provider 835 issue

AmeriHealth Caritas Louisiana would like to provide an update on the **June 25, 2026** system change that resulted in a change to the reporting of select recovery transactions reflected in the electronic 835 remittance files generated through ECHO. In these scenarios, recovery information was being reported at the payment level vs. previous reporting at a claim level within each payment. There was no impact to the recovery information on EPPs, which continued to be reported at the claim level.

The issue was not limited to specific provider types or specialties. It potentially affected any provider who experienced certain recovery transactions and relied on the electronic 835 remittance for payment reconciliation. Providers without these recovery scenarios, or those who were able to reconcile through other remittance methods, may not have experienced any operational impact.

All impacted 835s were regenerated on **October 8, 2026**.

For additional information, please review ECHO Remittance Advice – Offset Information August 21, 2026.

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.

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