PROVIDER*ALERT*

AmeriHealth Caritas ™
Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **February 21, 2022**

Subject: **Claims System Issue Identified Resulting in No Authorization Denials**

> **Summary:** Professional claims are denying with EOB Code X01 in error.

AmeriHealth Caritas Louisiana has identified a system error impacting professional claims with place of service code 20 (Urgent Care), 21 (Inpatient), and 23 (Emergency Room). Professional claims are denying for authorization requirements when the services do not require authorizations. EOB Code "X01" - No Precert/Preauth/Notification/Referral is reflected in error on impacted claims.

A work request has been submitted to resolve the issue. Please allow up to 15 days for our system update to complete.

Providers do not need to resubmit claims. Once the issue has been resolved, all impacted claims will be reprocessed automatically.

We apologize for any inconvenience and will provide updates as needed.

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 Provider Services at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert? You can find a complete listing of provider alerts on the Provider Newsletters and Updates page of our website.

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

Where can I find more information on COVID-19?
AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit http://amerihealthcaritasla.com/covid-19 for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.