

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** October 4, 2019

**Subject:** Update to paper and electronic remittance advices.

**Summary:** AmeriHealth Caritas Louisiana has updated its paper and electronic remittance advices to provide additional information used to make a claim denial determination.

To simplify the implementation of Act 330 (HB 424) of the 2019 Regular Session, AmeriHealth Caritas Louisiana has created an explanation of benefits matrix (EOB Matrix) that identifies the applicable law, regulation, policy, procedure, medical criteria, or guideline that was used to make a claim denial determination.

#### Where can you find the EOB Matrix?

- The link to the **EOB Matrix** can be found in the [Billing and Claims](#) section of our website.
- The web link is also available in the **message section** of the paper remittance advice and in the payer identification section on the 835 electronic remittance advice.

#### 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](#).

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#### **Electronic Funds Transfer (EFT)**

Simplify your payment process with EFT from AmeriHealth Caritas Louisiana and Change Healthcare (formerly Emdeon). EFT provides fast, easy and secure electronic payments — without the need for a traditional paper check. Enroll now at [Change Healthcare EFT Enrollment Services](#).