



**To: All Emergency Ambulance Providers**

**Date: March 11, 2016**

**Subject: Retro Emergency Ambulance Claim Process**

**Summary:** The procedure to request reimbursement from AmeriHealth Caritas Louisiana for emergency ambulance transportation claims previously paid in error by Louisiana Medicaid's Fee-for-Service program is outlined below.

The Louisiana Department of Health and Hospitals (DHH) will be voiding emergency ambulance transportation (EAT) claims for Bayou Health members paid in error under the Fee-for-Service program and redirecting these claims to the Bayou Health plans for processing. The voided claims will be reflected on DHH's March 16, 2016, check write.

To facilitate processing, DHH has provided AmeriHealth Caritas Louisiana (ACLA) with a list of impacted claims for their membership. To request reimbursement for voided EAT claims for ACLA members, providers should submit claims to ACLA as they normally would file any EAT claim.

Claims submitted less than 365 days from the date of service will be adjudicated in accordance with current ACLA policies and procedures. Claims submitted more than 365 days from the date of service will be denied for timely filing and then manually reprocessed by the ACLA Claims Team. Providers should not resubmit these claims after a timely filing denial.

All EAT claims voided by DHH should be resubmitted to ACLA no later than June 16, 2016. Claims submitted after this date may not be reprocessed.

Please contact your local the Provider Services department at 1-888-922-0007 with any questions.