

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: December 6, 2019

Subject: HOLIDAY SCHEDULE – IMPORTANT DATES TO REMEMBER

Happy Holidays! Due to the holiday season, the AmeriHealth Caritas Louisiana administrative offices will be closed on:

- **Tuesday, December 24, 2019**, starting at noon through **Wednesday, December 25, 2019**, in observance of Christmas.
- **Tuesday, December 31, 2019**, starting at noon through **Wednesday, January 1, 2020**, in observance of New Year's.

If you and/or your patients need to contact us immediately during this time, contact:

- Utilization Management team at **1-888-913-0350**; after business hours, on weekends and state observed holidays at **1-888-756-0004**.
- Behavioral Health Utilization Management team (Providers only) at **1-855-285-7466**.*
- Member Services at **1-888-756-0004 (TTY: 1-866-428-7588)**.*

*These teams are available 365 days a year, 24 hours a day, seven days a week.

You can also contact our Provider Claims Services (PCS) team at **1-888-922-0007**. They are available Monday – Friday from 7 AM – 5 PM CST. **Please note:** PCS will be closed on Wednesday, December 25, 2019, in observance of Christmas and on Wednesday, January 1, 2020, in observance of New Year's.

Check issuance schedule for claims payment – There will be **no check issuance on Wednesday, December 25, 2019**. The final check issuance for 2019 will be on Thursday, December 26, 2019

Visit the AmeriHealth Caritas Louisiana website at www.amerihealthcaritasla.com for a complete list of our latest provider updates.

Have a safe and wonderful holiday season!

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's Provider Services department 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](#).