

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: March 6, 2020

Subject: Reminder: Provider training on top denials and tips on how to resolve them.

AmeriHealth Caritas Louisiana invites you to attend an upcoming provider training webinar on the **Top Denials and Tips on How to Resolve Them**.

In this training we will discuss:

- Difference between a rejection and denial
- Top denial codes* and tips on how to resolve them
- Clear Claim Connection Tool
- Additional Resources

*New codes have been added to the training.

The webinars will take place on:

| Day | Date | Time |
|-----------|----------------|-----------------------|
| Wednesday | March 11, 2020 | 2:00 p.m. – 3:00 p.m. |
| Wednesday | March 25, 2020 | 2:00 p.m. – 3:00 p.m. |
| Wednesday | April 8, 2020 | 2:00 p.m. – 3:00 p.m. |

Registration is required. To register for any of the training dates above, please go to <https://zoom.us/meeting/register/uJUrfuyhqj4itCrVjBo901rfwQZDQ00ISg>.

After registering, you will receive a confirmation email containing information about joining the meeting.

Please try to log on at least 10-15 minutes prior to the webinar start time as you may need to download Zoom to access the webinar.

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](#).

Don't miss important health plan news and updates! Register for our Network News email service!

It's easy and it's free! Sign up for email alerts to get important health plan news and information. Simply complete the [form](#) under News and Updates on the Providers page of our website, click submit, and watch for the confirmation email. It's that simple! Sign up today!

Medicaid urges enrollees to update information to maintain eligibility.

The Louisiana Department of Health (LDH) is seeking provider assistance to encourage their Medicaid patients to keep their case information (address, financial, and employment) updated to ensure eligibility. This can be done through [Medicaid's new Self-Service Portal Opens a new window.](#)