To: AmeriHealth Caritas Louisiana Providers

Date: May 23, 2022

Subject: Informational Bulletin Updates

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

The following Informational Bulletins were revised May 17, 2022:

IB 20-4: MHR Telemedicine/Telehealth
IB 20-6: LMHP Telemedicine/Telehealth
IB 20-7: SUD Telemedicine/Telehealth

Regarding billing and reimbursement, providers must bill the procedure code/HCPCS code with modifier 95, as well as Place of Service 02 or 10 when delivering services through telemedicine/telehealth. The new place of service code 10, “telehealth provided in patient’s home,” can be used effective January 1, 2022.

AmeriHealth Caritas Louisiana has completed the update of our claims system to allow place of service code 10 on these claim types. Providers do not need to take action. Claims denied for this reason will be recycled automatically. New claim submissions should process without issue.

Details regarding billing with place of service code 10 has been updated in the Claim Filing Instructions document on our website.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

Missed an Informational Bulletin?
You can find a complete listing of Informational Bulletins on the Provider Newsletters and Updates page of our website under the header Louisiana Department of Health Information Bulletins.

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