

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** June 1, 2023

**Subject:** Claims System Error Discovered

**Summary:** Claims were rejected at Clearinghouse incorrectly for Member ID not in Facets.

AmeriHealth Caritas Louisiana has discovered a claims system error. Provider claims billed were incorrectly rejected upfront by the Clearinghouse vendor for **Member ID not found**.

The claims system has been fixed and claims are no longer rejecting in error. Since the rejection was at the Clearinghouse, the providers will need to resubmit their impacted claims utilizing the R059 report from Change Healthcare.

### **What do you need to do?**

The rejection was at the Clearinghouse and ACLA is therefore unable to recycle the impacted claims. Providers will need to resubmit their claims by utilizing the R059 report from Change Healthcare.

**Reminder:** If your practice is not registered with ACLA's website portal-NaviNet, we highly recommend registering. To register, please visit

<https://www.amerihealthcaritasla.com/provider/resources/navinet/index.aspx>

to sign up or contact your Provider Account Executive for details.

### **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](#).

### **Missed an alert?**

You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com)

### **Where can I find more information on COVID-19?**

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, cancellations and

postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.