

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: September 27, 2021

Subject: Recovery Dispute Process

Summary: Below is a reminder of guidelines for recovery disputes, excluding Third Party Liability (TPL) related recoveries.

If you have any general questions about a recovery letter (excluding TPL-related recovery letters), or if you do not agree with our findings, please follow the instructions below and **contact us within 45 days from the date of the letter.**

Contacting Account Executives to dispute a recovery project will delay the process, as they will direct you back to the formal dispute process. In order to pause your recovery to further investigate your dispute, you MUST follow the guidelines below.

If we do not hear from you **within 45 days from the date of this letter**, your claims will be reprocessed and all overpayments will be recovered from future payments.

IF YOU...	THEN...
Agree with the letter	<ul style="list-style-type: none">✓ You do not need to do anything.✓ The claims will be reprocessed and all overpayments will be recovered from future payments.
Have questions regarding the recovery or the calculation of the overpayment amount	<ul style="list-style-type: none">✓ Contact our Provider Claims Services at 1-888-922-0007.✓ Please reference the Project Number from the letter when calling.

Do not agree with our findings and would like to dispute this letter

You must notify us in writing. Your letter should include the following:

- ✓ **A copy of the letter you received from us with the Project Number.**
- ✓ **The reason for your dispute.**
- ✓ **Supporting documentation for your dispute including claims information.**

**Send your correspondence to:
AmeriHealth Caritas Louisiana
Attn: Provider Complaints
P.O. Box 7320 London, KY 40742**

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 Provider Services at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert?

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

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