

To: AmeriHealth Caritas Louisiana Providers

Date: September 30, 2021

Subject: System Error Impacting Claims for Neonatal Specialists

Summary: A system error was detected that negatively impacted claims from Neonatal Specialists.

AmeriHealth Caritas Louisiana identified a system error, which negatively impacted claims for providers with a Neonatal Specialty.

Claims with CPT codes 99468 – 99480 were not reimbursed due to this error. The explanation codes reflected are **H99/Z99, “Code Not Payable For Provider Specialty”**.

What do you need to do?

Providers do not need to take action. All impacted claims will be reprocessed automatically once the error has been remediated. Recycling of claims will complete no later than **October 23, 2021**.

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.