

# PROVIDERALERT



**To:** AmeriHealth Caritas Louisiana Vision Providers

**Date:** October 17, 2022

**Subject:** Vision Eyewear Denials

**Summary:** Claims submitted for vision eyewear are denying with explanation code "Z98" in error.

AmeriHealth Caritas Louisiana has identified a claim system issue which has resulted in denials for Vision Eyewear. The EOB denial is Z98 – Not Covered. AmeriHealth Caritas Louisiana is currently updating the system. Please allow up to 30 days for the system update to be completed.

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

Providers do not need to take action; all impacted claims will be recycled within 15 days from the completion of the system update.

#### **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.