

To: AmeriHealth Caritas Louisiana Providers

Date: October 19, 2021

Subject: Electronic Remittance Advice Code Changes

Summary: Below are updates to codes for the 835 Electronic Remittance Advice (ERA).

In response to feedback from our provider community, AmeriHealth Caritas Louisiana is taking steps to add more clarity to the following Explanation of Benefit (EOB) codes.

EOB code **X07** will be replaced with code **ZZM**, and will change the Claim Adjustment Reason Code (CARC) effective **November 20, 2021**.

EOB code	Description	CARC code	CARC Description
X07	Not a covered benefit under members plan	96	Non-covered charge(s).
ZZM	Not a covered benefit under members plan	109	Claim/service not covered by this payer/contractor. You must send the claim/service to the correct payer/contractor.

EOB code **K09** will be replaced with code **ZZL**, and will change the Claim Adjustment Reason Code (CARC) effective **November 20, 2021**.

EOB code	Description	CARC code	CARC Description
K09	Retro enrollment updates recd	129	Prior processing information appears incorrect.
ZZL	Retro enrollment updates recd	26	Expenses incurred prior to coverage.

Please review our [EOB matrix](#) online for a full description of EOB codes and their descriptions. The two new codes will be added to the matrix after November 20, 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.