

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** October 20, 2021

**Subject:** Claims System Issue Identified – p02 Denials

**Summary:** A subset of claims are denying with edit p02 in error.

AmeriHealth Caritas Louisiana has identified a claims system error. A subset of claims are denying with edit p02, “the patient's age does not meet policy requirements for the procedure code and/or a diagnosis code.” The p02 edit matches to Claim Adjustment Reason Code 6 and explanation code “The procedure/revenue code is inconsistent with the patient’s age”.

**Note:** Please refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.

The system issue will be resolved by **October 22, 2021**.

Providers do not need to take action. Impacted claims will be recycled automatically by November 5, 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.