

# PROVIDERALERT



**To: AmeriHealth Caritas Louisiana Behavioral Health Providers**

**Date: November 24, 2021**

**Subject: Claims system issue identified**

**Summary:** ZB4- Required modifier is missing/invalid

- ACLA has identified a system error and claims are denying for ZB4- Required modifier is missing/invalid when billed with modifier HO-Master's Degree Level with the following services
  - H0001-ALCOHOL AND/OR DRUG ASSESSMENT
  - S9485-CRISIS INTERVENTION PER DIEM
  - H0015-ALCOHOL AND/OR DRUG SERVICES - INTENSIVE OUTPATIENT 2.1 INDIVIDUAL
  - H2011- CRISIS INTERVENTION FOLLOW UP

The issue will be resolved by 12/8/2021 and all impacted claims will be recycled by 12/23/21.

We apologize for any inconvenience.

## **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.