

PROVIDERALERT



To: AmeriHealth Caritas Louisiana

Date: Providers December 15, 2021

Subject: Holiday Schedule

Summary: Please see important dates and contacts for the holiday season.

Happy Holidays! Due to the holiday season, the AmeriHealth Caritas Louisiana administrative offices will be closed on:

- **Friday, December 24, 2021**, in observance of Christmas Day.
- **Friday, December 31, 2021**, in observance of New Year's Day.

If you and/or your patients need to contact us for urgent matters during this time, contact:

- Utilization Management team at **1-888-756-0004** after business hours, on weekends and state observed holidays.
- Behavioral Health Utilization Management team (Providers only) at **1-855-285-7466**.
- Member Services at **1-888-756-0004 (TTY: 1-866-428-7588)**.

Check issuance schedule for claims payment – There will be **no check issuance on Wednesday, December 29, 2021**. The final check issuance for 2021 will be on **Monday, December 27, 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.

Need to update your provider information? Send full details to 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, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.