

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Vision Providers

Date: February 14, 2024

Subject: Claims System Error

Summary: Claims System Error Identified: Vision Eyewear Items Denial - Maximum Frequency Exceeded

AmeriHealth Caritas Louisiana has discovered a claims system error. Vision eyewear items are being denied with EOB code **t18** -Maximum Frequency Exceeded. The claims system is currently being updated, and the target date of completion will be no later than February 29, 2024

What do you need to do?

No action is needed by providers. Impacted claims will be recycled by February 29, 2024.

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 list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.