PROVIDER*ALERT*

AmeriHealth Caritas™
Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **March 8, 2024**

Subject: **Claim Submission Options Update**

> **Summary:** While Change Healthcare continues to address their network interruption related to a cyber security incident, AmeriHealth Caritas Louisiana has established alternative claims submission options for our providers.

Electronic claims submission:

- AmeriHealth Caritas Louisiana has established a connection with Availity to receive electronic claims. If you or your clearinghouse do not currently use Availity to submit claims, you may register at: https://www.availity.com/Essentials-Portal-Registration.
- You will find registration options for Healthcare and Atypical Providers, so please choose the one that aligns with your business.
- For registration process assistance and other resources, access the training site link on the Availity registration page.

Direct entry (manual) claim submission:

- AmeriHealth Caritas Louisiana has also established a direct claims entry process through PCH Global. To submit claims directly, please go to https://pchhealth.global and click the *Sign-Up* link in the upper right-hand corner to register.
- Complete the registration process and log into your account. You will be asked how you heard about PCH Global; select *Payer*, then *AmeriHealth*.
- Access your profile by clicking on *Manage User* and then *My Profile*. Upon completion of the profile information, go to the *Subscription Details* screen and select the *More* option on the right-hand side to enter the promo code **Exela-EDI.**
- When you are ready to submit claims, use the following information to search for our payer information:
    - Payer name: AmeriHealth
    - PO Box: PO BOX 7322
- For a detailed walkthrough of the registration process, refer to the PCH Global Registration manual, found on the PCH Global website in the Resource Menu.

Questions:

Please note, in the interim, our Provider Services Department will not be able to assist with processing of your payments any sooner. If you have other questions, you may contact Provider

Services at 1-888-922-0007.

Missed an alert? You can find a complete list of provider alerts on our website's <u>Provider Newsletters and Updates</u> page.

Need to update your provider information? Send full details to <u>network@amerihealthcaritasla.com</u>.