

# PROVIDER ALERT



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** May 15, 2024

**Subject:** Remittance Advice Payment Recovery Details Now Available

**Summary:** Due to the Change Healthcare/Optum security incident, remittance advices generated after **February 21, 2024**, have not included certain claim recovery information. **AmeriHealth Caritas Louisiana** is pleased to Inform you that a solution has been developed in collaboration with Change Healthcare/Optum to provide the detailed payment recovery information missing from the provider remittance advice. This solution will provide payment recovery details on the remittance advice or 835 you receive with your payments for claims processed on and after **May 6, 2024**.

For claims processed **February 21, 2024, through May 5, 2024**, AmeriHealth Caritas Louisiana has generated a comprehensive claims recovery report available in the [NaviNet](#) provider portal. The claims recovery report provides payment recovery details by your member account number, claim number, provider tax ID, payee/group ID, and NPI.

To access the claims recovery report:

- Log in to the [NaviNet](#) provider portal.
- Select applicable health plan.
- Go to **Report Inquiry**, under **Workflows for this Plan**.
- Click on **Administrative Reports>Claim Recovery Report**.

If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up.

**Questions:** Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

We appreciate your partnership and patience as we work to re-establish services and will continue to share additional information as it becomes available.

**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](mailto:network@amerihealthcaritasla.com).