



To: AmeriHealth Caritas Louisiana Providers

Date: December 19, 2016

Subject: HOLIDAY SCHEDULE – IMPORTANT DATES TO REMEMBER

HOLIDAY SCHEDULE

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

- **Friday, December 23, 2016**, starting at noon in observance of Christmas Eve.
- **Monday, December 26, 2016**, in observance of Christmas.
- **Friday, December 30, 2016**, starting at noon in observance of New Year's Eve.
- **Monday, January 2, 2017**, in observance of New Year's.

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

- The Behavioral Health Utilization Management team at **1-855-285-7466**.
- Member Services at **1-888-756-0004 (TTY: 1-866-428-7588)**.
- Provider Services at **1-888-922-0007**.

These teams are available 365 days a year, 24 hours a day, seven days a week.

Check issuance schedule for claims payment – There will be no check issuance on Monday, December 26, 2016. The final check issuance for 2016 will be on Wednesday, December 28, 2016.

Visit the AmeriHealth Caritas Louisiana website at www.amerihealthcaritas.com for a complete list of our latest provider updates.

Have a safe and wonderful holiday season!

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.