

To: AmeriHealth Caritas Louisiana Providers

Date: October 2, 2017

Subject: Adjusted Claims Denied for Missing Original Claim Number in Box 22 of the CMS 1500 or Box 64 of the UB-04

Summary: Claims denied erroneously for missing original claim number prior to the effective date of new requirements for submitting adjusted claims.

AmeriHealth Caritas Louisiana has discovered that prior to the effective date of new requirements for the submission of adjusted claims (published on 07/17/17) claims were incorrectly denied for missing the original claim number in box 22 of the CMS 1500 or box 64 of the UB-04. For detailed information about the new requirements, please visit our website at www.amerihealthcaritasla.com > Providers > News and Updates

What do you need to do?

Providers do not need to take action. As of September 21, 2017, AmeriHealth Caritas Louisiana has reprocessed adjusted claims that denied for missing original claim number prior to the August 24, 2017 effective date.

Note: Adjusted claims submitted on August 24, 2017 and after that denied for missing original claim number will need to be resubmitted.

We apologize for any inconvenience this may have caused.

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.