

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: July 7, 2023

Subject: Rejection of Prescriptions by Pharmacies

Summary: Rejection of prescriptions by pharmacies.

AmeriHealth Caritas Louisiana has identified that claims were inappropriately rejecting for providers (including pharmacies & prescribers) who were not yet invited to enroll in the Medicaid Provider Enrollment Portal.

The issue with claims rejected for uninvited pharmacies was resolved on **July 4, 2023**. The remainder of this issue impacting uninvited prescribers has been fully resolved this afternoon, **July 7, 2023**. Claims should no longer reject inappropriately for these prescribers due to the registry requirement.

What do you need to do?

Pharmacies may now reprocess those rejected claims.

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 PerformRx Pharmacy Services at 1-800-684-5502 for any questions or concerns.

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