

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: March 6, 2024

Subject: Alternative Claim Submission Option Available

Summary: Alternative Claim Submission Option Available

Summary: Change Healthcare, our electronic data interchange (EDI) clearinghouse for claims and payment cycle management, continues to address their network interruption related to a security incident. In the interim, AmeriHealth Caritas Louisiana has established an alternative solution for providers to submit claims via direct claims entry.

Direct claims entry allows providers to manually enter claims into the claims processing system. This alternative solution is similar to the Change Healthcare claim submission functionality which was available through the NaviNet provider portal prior to the system interruption.

To submit claims directly, please go to <https://pchhealth.global/> [pchhealth.global] and click the **Sign Up** tab in the upper right-hand corner to register.

As you walk through the registration process you will be asked to select the source through which you were referred to PCH Global; select **Payor**. You can submit your claim without incurring costs by entering the Promo Code **Exela-EDI** after clicking the Apply Promo Code button.

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 [Provider Newsletters and Updates](#) page.

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