

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Ambulance Providers

Date: March 11, 2024

Subject: System Error - Emergency Ambulance Claims

Summary: Emergency Ambulance Claims System Error

AmeriHealth Caritas Louisiana has discovered a system error. Emergency ambulance claims billed with modifier HH are denying **ZVN-Resubmit to Vendor**. The system has been updated and claims will be recycled.

We apologize for the inconvenience.

What do you need to do?

No action needed by providers; impacted claims will be recycled no later than **March 15, 2024**.

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](#).

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.