PROVIDER*ALERT*

AmeriHealth Caritas
Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **March 20, 2024**

Subject: **Additional Information on Electronic Claims Submission to Availity**

> **Summary:** While Change Healthcare continues to address their network interruption related to a cyber security incident, AmeriHealth Caritas Louisiana has established a connection with Availity to receive electronic claims. In order to submit electronic claims to AmeriHealth Caritas Louisiana, you must register with Availity.

Electronic claims submission:

- If you or your clearinghouse do not currently use Availity to submit claims, you may register at: https://www.availity.com/Essentials-Portal-Registration.
- You will find registration options for Healthcare and Atypical Providers, so please choose the one that aligns with your business.
- Availity is waiving registration fees for our providers.
- The AmeriHealth Caritas Louisiana payer ID for claim submission has not changed.
- If you are currently registered with Availity for another payor, or if you use another clearinghouse, **you must request that they route your electronic claims for AmeriHealth Caritas Louisiana to Availity.**

Availity resources:

- For registration process assistance and other resources, access the training site link on the Availity registration page.
- Resources for Providers, Health Plans, and Trading Partners: https://www.availity.com/availity-lifeline-self-serve-resources
- A new user guide is available at: https://www.availity.com/documents/Welcome_New_User.pdf.
- An administrator guide is also available at: https://www.availity.com/documents/Availity_paa.pdf.
- A *Guide for Connecting to Lifeline Payers* is available for providers who utilize a practice management system, EHR, or other billing software to generate claim batch files at: https://www.availity.com/documents/learning/LP_AP_LifelineClaims/index.html#/.
- Upon logging into the system, check your **Notification Center** on the Home page for quick access to an Availity Essentials Onboarding course.
- You may also access the Availity Learning Center for a comprehensive, training solution that helps healthcare organizations train their staff on Availity products.
  - To Access:

- Log in to Availity Essentials
- Click Help & Training | Get Trained

Questions:
Please note, that our Provider Services Department will not be able to assist with processing of your payments any sooner.

For further assistance with Availity, providers can call Availity Client Services at: **1-800-282-4548** Monday-Friday, 7:00 am to 7:00 pm. The Client Services team supports all Availity products and works with callers until an issue is resolved. Providers may also submit a request directly to an Availity representative via: https://marketing.availity.com/availity-lifeline.

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.