

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: November 19, 2024

Subject: Restoration of Optum/Change Healthcare Connectivity

Summary: AmeriHealth Caritas Louisiana has restored connectivity with Optum/Change Healthcare. The restoration of connectivity with Optum/Change Healthcare affords our providers options for claims submissions.

Electronic claims

AmeriHealth Caritas Louisiana providers will have the option of submitting electronic claims via:

- **Optum/Change Healthcare** – Providers with a software vendor or who use another clearinghouse to submit claims to Optum/Change Healthcare must consult their vendor/clearinghouse to confirm the process for claim submission. ***Please note: The 275 Claim Attachment transaction is currently available via Optum/Change Healthcare.***
- **Availity** - Providers or clearinghouses not currently using Availity to submit claims must register at: <https://www.availity.com/intelligent-gateway/>. ***Please note: The 275 Claim Attachment transaction is currently available via Availity.***

Manual/direct entry claims

Providers may submit manual/direct entry claims via:

- **Optum/Change Healthcare ConnectCenter™** - This option is currently **only available for providers with an established account before the security incident**. Access to the portal and usernames will remain the same, but a password reset and multi-factor authentication are required.
- **PCH Global** – Providers not currently using PCH Global must enroll for claims submission at <https://pchhealth.global>.

Questions:

Thank you for your continued support and commitment to our members' care. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana's

Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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