

To: AmeriHealth Caritas Louisiana Behavioral Health Providers

Date: August 31, 2023

Subject: Claims system error discovered

Summary: Claims system error regarding unlicensed providers and the billing of HCPCS code H2017

Claims system error discovered

AmeriHealth Caritas Louisiana has discovered a claims system error. Unlicensed providers who bill HCPCS code H2017 with HO and U8 modifiers were denying with EOB edit 209 (Service not eligible for provider). The claims issue has been resolved.

What do you need to do?

No action needed by providers. ACLA has submitted a project to recycle all impacted claims. Please allow 15 days for completion.

Questions:

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.

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You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

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