

To: AmeriHealth Caritas Louisiana Providers

Date: April 8, 2025

Subject: [Informational Bulletin 25-11](#): Carrier Code Consolidation Update

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Carrier Code Consolidation Update

This information is being shared with AmeriHealth Caritas Louisiana's providers, who may also bill Gainwell. Over the course of 2024, Gainwell Technologies and Health Management Systems (HMS) undertook several projects to consolidate duplicative or transitioned Carrier Codes (other payer identifiers). As a part of the consolidation, the Louisiana Department of Health (LDH) was informed that many claims were being denied due to the use of "old" carrier codes.

Billing providers checking eligibility verification at the time the service was rendered may have identified the "old" carrier code as the code to use, without realizing the carrier code had changed. As a result, many billing providers who reported third party payments using the "old" carrier code have experienced claim denials. This is due to the carrier code on the claim not matching the carrier code on file. LDH is working closely with Gainwell and HMS to correct the system issues.

The current consolidations applied to:

- H99090 - Humana Choice → Humana Medicare Advantage (H19510)
- H19610 – Peoples Health → UHC (H39210)
- 356100 – Peoples Health → UHC (185100)
- UHC (H39210) → Peoples Health, A UHC Company (H50260)
- UHC (185100) → Peoples Health, A UHC Company (438600)

Claims that have been previously denied with Edit 032, 291, 296, or 590 will be recycled along with the current pending claims for 296. Updated Carrier Codes must be used to avoid further claims denials.

NOTE: [Informational Bulletin 24-36](#) was issued on **October 14, 2024**. Please refer to the link for an in-depth explanation of the Carrier Code update.

For additional details, please review [Informational Bulletin 25-11](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Service Department can be reached between 7:00 am and 7:00 pm daily.

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