

**To: AmeriHealth Caritas Louisiana Providers**

**Date: March 27, 2018**

**Subject: Claim Denials Due to Missing Clinical Laboratory Improvement Amendments (CLIA) Information**

**Summary:** AmeriHealth Caritas Louisiana has seen an increase in claims received without required CLIA information from providers who perform laboratory testing. Providers who have received denials will need to submit corrected claims with CLIA information in accordance with the directions below.

A notice was included in AmeriHealth Caritas Louisiana's September/October Provider Post announcing effective December 1, 2017, providers that perform laboratory testing are required to indicate their CLIA ID number when submitting claims. On March 9, 2018, an additional Provider Alert was sent with laboratory testing billing instructions. We are forwarding the requirements again for your reference.

- The CLIA number must be entered in Box 23 of the CMS 1500 on paper claims or in Loop C2300 in the 837P file for electronic claims.
- The CLIA number entered must be specific to the location where the provider is performing on-site lab testing.
- Claim payments can only be made for labs and dates of service falling within the location's CLIA certification dates and level.
- The QW modifier must be added to the procedure code for all CLIA waived tests.

Claims are edited to deny payment for the following:

- Providers who do not have a CLIA certificate on file,
- Providers rendering services outside the effective dates of the CLIA certificate on file, and
- Providers submitting claims for services not covered by their CLIA certificate on file.

Denial reasons you may see on your remit related to CLIA are the following codes:

- ZM6 (No CLIA number on our file)
- ZM7 (CLIA number does not cover DOS)

If you have received the denial reasons indicated above, please ensure the CLIA ID is located in the appropriate field on the claim submission and resubmit a corrected claim for payment.

#### 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.