

Louisiana Department of Health Informational Bulletin



To: AmeriHealth Caritas Louisiana Providers

Date: May 23, 2022

Subject: Informational Bulletin Updates

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

The following Informational Bulletins were revised May 17, 2022:

[IB 20-4: MHR Telemedicine/Telehealth](#)

[IB 20-6: LMHP Telemedicine/Telehealth](#)

[IB 20-7: SUD Telemedicine/Telehealth](#)

Regarding billing and reimbursement, providers must bill the procedure code/HCPCS code with modifier 95, as well as Place of Service 02 or 10 when delivering services through telemedicine/telehealth. The new place of service code 10, "telehealth provided in patient's home," can be used effective **January 1, 2022**.

AmeriHealth Caritas Louisiana has completed the update of our claims system to allow place of service code 10 on these claim types. **Providers do not need to take action.** Claims denied for this reason will be recycled automatically. New claim submissions should process without issue.

Details regarding billing with place of service code 10 has been updated in the [Claim Filing Instructions](#) document on our website.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Information Bulletins](#).

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