



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: April 2, 2024
Subject: Claims Timely Filing Deadline Extension

Dear Provider:

AmeriHealth Caritas District of Columbia (DC) acknowledges many providers were unable to submit claims as a result of the service disruption due to the Change Healthcare security incident. Therefore, we are extending the claims timely filing deadline for claims that would have been rejected due to untimely filing.

Under normal circumstances, providers must file a claim with AmeriHealth Caritas DC within 365 days from the date of service. We are extending the claims timely filing window for our providers from the start of the incident, February 21, 2024, until the day we informed you of the alternative methods to submit claims to us on March 11, 2024, plus 30 days (for a total extension of 50 days). Accordingly, AmeriHealth Caritas DC will reprocess and pay claims with dates of service February 21, 2023 to April 11, 2023, applying standard claim edits.

Only those claims with dates of service that were impacted by the security incident will be reprocessed and paid. Claims with dates of service outside the extension timeframe will be processed per usual protocols.

Questions:

Please note, in the interim, our Provider Services department will not be able to assist with processing of your payments or obtaining your 835 files any sooner. If you have other questions, you may contact Provider Services at **202-408-2237**.

Sincerely,
AmeriHealth Caritas DC