

Facility Tip Sheet

American Health Advantage of Louisiana is an Institutional Special Needs Medicare Advantage Plan designed to meet the unique needs of Medicare Beneficiaries residing in certain institutional levels of care. Our plan is contracted with TruHealth Advanced Practice Providers and RN Case Managers who assist the Member's Primary Care Physician in coordinating care.

Important plan contact information

Provider help desk: General provider contract questions, claims status/payment questions, eligibility, general plan information	866-266-6010 (option 4)
Provider Payment Method Inquiries: Virtual card, ACH or other payment inquiries	866-266-6010 (option 5)
TruHealth Advanced Practice Provider / RN Case Manager: Share clinical information, request clinical assistance	866-266-6010 (option 1) Fax: 866-730-1560
ELIXIR PHARMACY Technical Help Desk: General questions related to Part D drugs. Inquiries may pertain to operational areas related to Part D coverage such as benefit coverage, prior authorization, claims processing, claims submission, and claims payment.	833-661-1989
Website	LA.AmHealthPlans.com

Claims processing

Electronic claims (preferred)	Clearinghouse: Change Healthcare EDI billing number: 83247
Mailing address (paper claims)	P.O. Box 981604 El, Paso, TX 79998-1604
TIMELY FILING REQUIREMENTS: for initial and corrected claims, please refer to your provider agreement.	

Facility billing guidelines

For complete billing instructions, see your Facility Billing Guide.

Part A SNF services	Post hospital-transfer skilled (SNF). Authorization required for tracking purposes. Bill using EDI 837i or UB04; TOB 21X; Revenue code 0120 on line 0022 with all applicable diagnosis codes.
Part B therapy	Per contract no authorization required; member therapy needs should be communicated to Facility ISNP APP and / or CM. Bill all PT, OT, ST services separately from other Part B / supplemental services; follow CMS billing guidelines for coding.
In-home / out-of-home support services	Ordered by PCP or Plan Care Team for companion to assist member with medical appointments outside facility or supervised visits in facility Bill using EDI 837i or UB04; TOB 22x; Revenue code 3109; HCPCS code S5135. 67 hours (268 units) for each Advantage member per year for 2023.