



Medicaid Provider Issue Resolution

The table below outlines the available options to providers for pursuing resolution of issues with Medicaid managed care organizations (MCO) and the state's fee-for-service claims processor, Gainwell Technologies. Unless explicitly notated, providers should first seek resolution with the MCO or Gainwell directly, prior to engaging LDH or other third parties.

Note:

For issues related to claims or services rendered under fee-for-service Medicaid, contact: Gainwell Technologies 1-800-473-2783 P.O. Box 91024, Baton Rouge, LA 70821

LDH has published Informational Bulletin 19-3 for your reference [IB19-3_revised_07.31.23.pdf \(la.gov\)](#). Questions or concerns regarding this bulletin can be addressed by contacting United Healthcare Community Plan at 1-866-675-1607.

Provider Issue Escalation and Resolution

LDH and MCOs recognize there will be instances when a provider may desire to escalate issue resolution to the attention of LDH or the MCOs' executive teams. While the above grid is specific to claim issue resolution, the following options are available for resolution of all issue types (including claims).

Each MCO is required to maintain a Provider Complaint System for in-network and out-of-network providers to dispute the health plan's policies, procedures, or any aspect of the plan's administrative functions. Providers should first seek resolution with the MCO, using the MCO contacts outlined below. If a provider is unable to reach satisfactory resolution or get a timely response through the MCO escalation process, direct contact with LDH is also an option.

The following chart outlines provider complaint and escalation contacts for each MCO and LDH.

Ctrl+Click logo to reach each MCO's provider website	 AETNA BETTER HEALTH® OF LOUISIANA					
MCO ESCALATION						
Formal Complaint	By phone: 1-855-242-0802 By email: LAProvider@aetna.com LAAppealsandGrievances@aetna.com By mail: Aetna Better Health of Louisiana P.O. Box 81040 5801 Postal Road Cleveland, OH 44181 2400 Veterans Memorial Blvd. Suite 200 Kenner, LA 70062	By phone: 1-888- 922-0007 By email: network@amerihealthcaritasla.com By mail: AmeriHealth Caritas Louisiana PO Box 7323 London, KY 40742	By phone: 1-844-521-6942 or 1-504-836-8888 By email: laprovidercomp@healthybluela.com By mail: Healthy Blue 10000 Perkins Rowe Suite G-510 Baton Rouge, LA 70810 By web: https://providers.healthybluela.com/Documents/LALA_CAID_ProviderComplaintSubmissionForm.pdf	By phone: 1-800-448-3810 By email: lamedicaidproviderrelations@humana.com By mail: Humana Healthy Horizons in Louisiana Attn: Provider Relations 1 Galleria Blvd Suite 1000 Metairie, LA 70001-2081	By phone: 1-866-595-8133 By email: providercomplaints@louisianahealthconnect.com By mail: Louisiana Healthcare Connections 8585 Archives Ave, Suite 310 Baton Rouge, LA 70809	By phone: 1-866-675-1607 By email: southeastprteam@uhc.com By mail: United Healthcare P.O. Box 31364 Salt Lake City, UT 84131-0341
Management Level Contacts	Courtney Lewis Lead Director, Provider Relations LewisC8@aetna.com	Kyle Godfrey COO tgodfrey@amerihealthcaritasla.com	Amber Earwood Erin Williams Program Director, Operations erin.williams@healthybluela.com Amber.Earwood@healthybluela.com	Alicia Coleman Associate Director, Provider Contracting acoleman9@humana.com	Jennifer Pinkins Director, Claim and Contract Support Services Jennifer.P.Pinkins@louisianahealthconnect.com	Rhonda Pena Provider Relations Manager rhonda_pena@uhc.com
Executive Level Contacts	Richard Born <u>Jess Hall</u> CEO BornR@aetna.com HallJ1@aetna.com	Kyle Viator CEO kviator@amerihealthcaritasla.com	Janel Gary COO Janel.Gary@healthybluela.com	Tish Anderson COO LAnderson55@humana.com	Joseph Tidwell VP of Network and Contracting jotidwell@centene.com	Angela Olden COO Angela_Olden@uhc.com
LDH ESCALATION						
How to Submit	If a provider is unable to reach satisfactory resolution or receive a timely response through the MCO escalation process, contact LDH using the information below. E-mail LDH staff at ProviderRelations@la.gov . Always include details on attempts to resolve the issue at the health plan level as well as contact information (contact name, provider name, e-mail and phone number) so that LDH staff can follow up with any questions.					

All MCOs

If the MCO or LDH or its subcontractors discover errors made by the MCO when a claim was adjudicated, the MCO shall make corrections and reprocess the claim within fifteen (15) calendar days of discovery, or if circumstances exist that prevent the MCO from meeting this time frame, a specified date shall be approved by LDH. The MCO shall automatically recycle all impacted claims for all providers and shall not require the provider to resubmit the impacted claims.