

BAYOU HEALTH

ROUTING OF BEHAVIORAL HEALTH AUTHORIZATION REQUESTS

Bayou Health Plan	Fax Number	Phone Number	Authorization Renewals	Provider Manuals	Prior Authorization Forms for Both Adults and Children
Aetna	1-844-634-1109	1-855-242-0802	We do not require separate forms for adults/children. We request prior authorization requests at least three days ahead of the expiring one.	http://www.aetnabetterhealth.com/louisiana/providers/	http://www.aetnabetterhealth.com/louisiana/assets/pdf/providers/pa-request-la.pdf
Amerigroup	1-866-877-5229 (Outpatient) 1-877-434-7578 (Inpatient)	1-800-454-3730	Providers can submit a request at any time, preferably from 2-14 days in advance of the current authorization expiration.	https://providers.amerigroup.com/ProviderDocuments/LALA_CAID_ProviderHandbook.pdf	https://providers.amerigroup.com/pages/LA.aspx
AmeriHealth Caritas	1-855-301-5356	1-888-922-0007	<p>Authorization forms for AmeriHealth Caritas Louisiana are not necessarily distinguished by adult vs. children. There are different authorization forms for different types of services.</p> <p>All forms are located here: http://www.amerihealthcaritasla.com/provider/resources/forms/index.aspx</p> <p>Since yesterday, the forms have been renamed to begin with "Behavioral health."</p> <p>Acute inpatient and residential levels of care authorization requests should be submitted on the last covered day of services. Authorization requests for outpatient/MHRS services can be submitted up to 14 days prior the authorization end date.</p>	https://www.amerihealthcaritasla.com/provider/resources/manual/index.aspx	https://www.amerihealthcaritasla.com/provider/resources/forms/index.aspx

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Louisiana Healthcare Connections	1-844-466-1277	1-866-595-8133 (Press Prompt #2, then Prompt #3)	For authorizations ending on or before 2/29/2016, renewals can be requested up to 30 days before the expiration date. For authorization ending 3/1/2016 or later, authorization renewals can be submitted two weeks before the expiration date.	www.LaHealth.CC/ProviderManual	www.LaHealth.CC/BHForms
United Health Care	1-855 202-7023 (Temporary; will be getting dedicated number for Behavioral Health by mid December 2015)	1-866-675-1607	Providers may submit requests for renewal two weeks in advance of the current authorization expiration.	https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wLA.html	https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wLA.html

**This information was provided by the Bayou Health MCOs and is current as of date of issue. Providers should check back periodically for updates. Prior issues of this document should be considered obsolete.*

Date of Revision 12/15/2015