



## **Louisiana Department of Health and Hospitals**

### **Bayou Health Informational Bulletin 12-17**

**March 29, 2012; Revised February 1, 2015**

#### **Issue: Provider Registry and Provider Directories**

The Provider Registry is an integral part of the Bayou Health Program. It consists of a comprehensive electronic record provided by each of the five Bayou Health Plans for each contracted provider within their network. Each record has 78 different data fields and the Registry already contains more than 50,000 active records.

The data to populate the Provider Registry originates with the Provider and the extraction of information provided to the Health Plan(s) during the contracting process. The Health Plan creates the individual provider records, validates the data, and submits the complete electronic record to Molina, Louisiana Medicaid's fiscal intermediary. Molina uses the information to reconcile with claims encounter data that the Health Plans submit monthly to Molina.

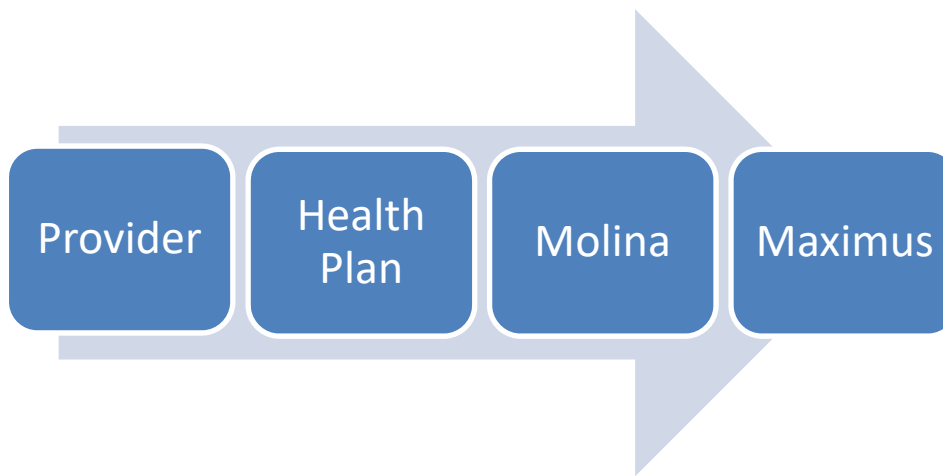
No later than 5:00 PM CT each Tuesday and Friday, the Health Plans forward their updated files to Molina, including added Providers, removed Providers, and other changes to Provider records. Molina combines the files from the five Health Plans and electronically forwards the file to Maximus' data center in Reston, VA.

The most current Provider Registry is used by Maximus to assist Medicaid recipients in selecting a Health Plan both through calls to the Enrollment Center and online. It is also the data that is used for the interactive Provider Search engine at [www.bayouhealth.com](http://www.bayouhealth.com) under the link "Search for Providers."

Note that not all specialty types are mapped to the Provider Search. While any provider can be located through a name search, only a subset of all specialties are represented on the lookup. Specialty types that are categorized at this time as 'Other Medical' include podiatry and oncology.

#### **Verifying Your Information**

Because the flow of information for the electronic Provider Registry originates with the Provider and Health Plan and is based on the contract between them, it is important that providers verify their information. This can be done by checking the online provider search at [www.bayouhealth.com](http://www.bayouhealth.com) and/or contacting the health plans directly.



### Provider Requests for Changes to the Provider Registry

Any corrections to a provider record must be made by the **Health Plan**, rather than directly by DHH, Molina, or Maximus which cannot directly input data or make changes to the records in the Provider Registry; therefore any provider needing to correct their registry information should contact each health plan directly.

Each of the five Health Plans has established their preferred method for providers to submit questions regarding the Provider Registry (only) and requests for corrections. They are as follows:

- **Aetna:** [DominickK@aetna.com](mailto:DominickK@aetna.com), 504-667-4510
- **Amerigroup:** [lainterpr@amerigroup.com](mailto:lainterpr@amerigroup.com)
- **AmeriHealth Caritas:** Annie Garner, [agarnier@amerihealthcaritasla.com](mailto:agarnier@amerihealthcaritasla.com), 1-888-922-0007
- **Louisiana Healthcare Connections:** 1-866-595-8133
- **UnitedHealthcare Community Plan:** [UHCCCommunityPlan.com](http://UHCCCommunityPlan.com), 1-866-675-1607 (M-F 7 am to 7 pm)

If the Health Plan is unable to make the requested addition or change (*e.g.*, because of issues related to the contract or credentialing), the provider will advise the provider of the reason in writing and copy DHH.

### Provider Directories

In addition to the consolidated Provider Registry, each Health Plan is required to maintain a comprehensive Provider Directory which can be accessed through their website and must be mailed to members on request. The Health Plan's Provider Directory posted on their website includes their most up-to-date information on their network and contains an even greater level of detail than the Provider Registry. Prospective members and stakeholders can call the Enrollment Center at 1-855-BAYOU4U and request that a printed copy of the five Provider Directories be mailed. The request will be forwarded to the respective health plan within one business day and the most up-to-date registry will be mailed directly from the plan.