



Louisiana Department of Health and Hospitals BAYOU HEALTH Informational Bulletin 12-17 March 29, 2012 **Revised April 10, 2012**

Issue: Provider Registry and Provider Directories

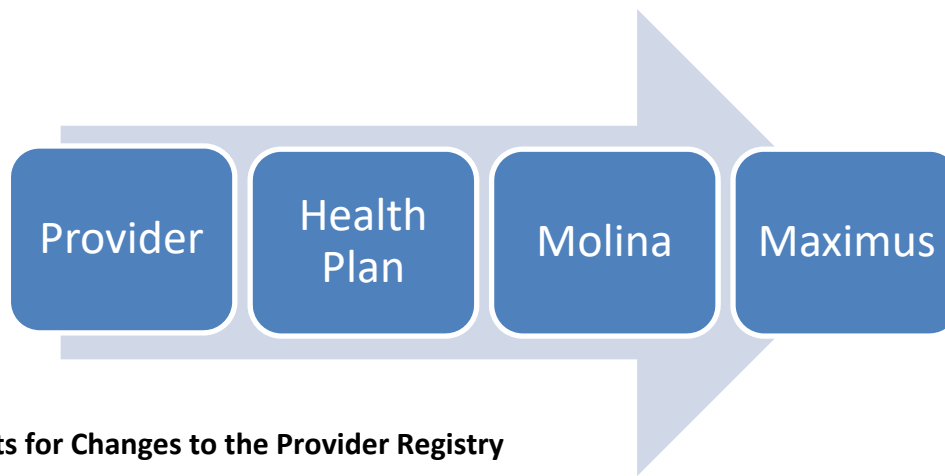
The Provider Registry is an integral part of the BAYOU HEALTH Program. It consists of a comprehensive electronic record provided by each of the five BAYOU HEALTH Plans for each contracted provider within their network. Each record has 78 different data fields and the Registry already contains more than 33,000 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 prepaid 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 under the link "Search for Providers." Maximus loads the file first into a test environment and notifies BAYOU HEALTH staff. BAYOU HEALTH staff perform random searches as well as confirm that known errors in data have been corrected. BAYOU HEALTH then authorizes Maximus to move the updated Provider Registry to production.

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.



Provider Requests for Changes to the Provider Registry

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, 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.

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:

- **Amerigroup:** pdq@amerigroup.com
- **Community Health Solutions:** Lori Oliver-Bomar Phone: (727)565-0629 E-mail: loliver@premieradministrativesolutions.com
- **LaCare:** Gwen Matthews gwen.matthews@lacarelouisiana.com
- **Louisiana Healthcare Connections:** 1-866-595-8133
- **UnitedHealthcare Community Plan** 1-877-369-1302(M-F 7a to 7p)

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 be advised 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. However, it should be noted that the information is highly likely to have changed subsequent to printing the Directory.