



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

**VIA E-MAIL ONLY**

January 10, 2020

Mr. Richard Born, CEO  
Aetna Better Health  
2400 Veterans Memorial Blvd, Suite 200  
Kenner, LA 70062

**RE: Notice of Monetary Penalty Regarding the Updating of Provider Directories**

Dear Rick:

Aetna Better Health (ABH) has failed to ensure accurate data is on file for all contracted providers. The 2019 Quarter 3 audit conducted by IPRO revealed a compliance score of 40.3%. Survey results are attached. Amendment 17 to the contract between ABH and LDH provides:

7.19.1. The MCO shall maintain accurate provider directory data. LDH shall conduct periodic audits to verify the accuracy of the MCO's provider directory data. The MCO shall maintain an accuracy rate of at least 75%. The MCO will not be penalized if it can demonstrate a minimum of 50% accuracy in conjunction with a two percentage point improvement from the prior audit period.

The accuracy of information in ABH's provider directory is paramount because it allows enrollees and potential enrollees to know whether a provider contracts with the MCO, how to contact providers, and to determine whether a MCO's provider network is adequate to meet their healthcare needs. Inaccurate provider data in directories can create a barrier to care and calls into question whether ABH is meeting requirements for network adequacy.

This violation warrants the assessment of monetary penalties in accordance with the following provision from the Table of Monetary Penalties in Section 20.3.3.:

<b>Provider Directory</b>	<p>Fifty thousand dollars (\$50,000.00) per audit conducted by LDH wherein the MCO is found to have not maintained an accuracy rate of at least 75% per audit period and does not demonstrate a minimum accuracy rate of 50% in conjunction with a two percentage point increase from the prior audit period.</p> <p>One thousand dollars (\$1,000) per calendar day for failure to correct inaccurate provider directory data within 14 days of notification by LDH.</p>
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Accordingly, \$50,000 will be retained from the next monthly per member per month (PMPM) payment made to ABH.

In addition, ABH shall correct all inaccurate data in the provider directory by January 30, 2020. All corrected data must be evidenced by a “screenshot” of the entry to be considered corrected. If ABH disputes that the data is inaccurate for any of its providers, ABH must provide a written attestation from each affected provider stating that the information contained in the provider directory is accurate.

Documentation of data corrections and any questions may be sent to Whitney Martinez ([whitney.martinez@la.gov](mailto:whitney.martinez@la.gov)).

Please contact me if you have any questions.

Sincerely,



Stacy Guidry  
Section Chief  
Medicaid Program Operations and Compliance

SG/lj  
Attachment

cc: Michael Boutte  
Erin Campbell  
Whitney Martinez  
Marisa Naquin

Mr. Rick Born  
January 10, 2020  
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Kim Sullivan  
Christina Wilson  
File #: AET2-32

# 2019 Third Qtr Provider Directory Survey

## Report: Provider Directory Weighted Compliance Score

Aetna

Accuracy of Provider Information			
Compliant	Noncompliant	Total	Weighted compliance score
43	82	125	40.3%

# 2019 Third Qtr Provider Directory Survey

## Report: Details on Compliant Providers

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	507	Gary, Wiltz	985 252-0005	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 12:20 PM		Provider Representative: Jenny
		Provider Specialty: Internal Medicine			Address: 3617 Highway 70 S
		Product Line: Medicaid			Pierre Part, LA 70339
		Comments:			
	508	Anthony, Lama	504 897-5528	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 12:30 PM		Provider Representative: Rebecca
		Provider Specialty: Internal Medicine			Address: 2620 Jena St
		Product Line: Medicaid			New Orleans, LA 70115
		Comments: Provider primary practice is Internal Med and secondary is Nephrology			
	509	Betty, Lo	504 412-1100	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 01:35 PM		Provider Representative: Phi
		Provider Specialty: Internal Medicine			Address: 3700 St. Charles Ave Fl 2
		Product Line: Medicaid			New Orleans, LA 70115
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	512	David, Gboloo	225 644-1990	2	Live voice answered call
		Call Date: 9/18/2019	Call Time: 12:29 PM		Provider Representative: Pat
		Provider Specialty: Internal Medicine			Address: 2524 S. Philippe Ave Gonzales, LA 70737
		Product Line: Medicaid			
		Comments:			
	515	Evablanca, Centanni	504 207-3060	1	Live voice answered call
		Call Date: 9/18/2019	Call Time: 02:09 PM		Provider Representative: Lisa
		Provider Specialty: Internal Medicine			Address: 3201 S. Carrollton Ave New Orleans, LA 70118
		Product Line: Medicaid			
		Comments:			
	517	Hannah, Pounds	504 533-4999	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 02:11 PM		Provider Representative: Shelly
		Provider Specialty: Internal Medicine			Address: 4960 Saint Claude Ave New Orleans, LA 70117
		Product Line: Medicaid			
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	518	Princess, Dennar	504 361-4203	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 02:15 PM		Provider Representative: Duc
		Provider Specialty: Internal Medicine			Address: 3570 Holiday Dr Ste e
		Product Line: Medicaid			New Orleans, LA 70114

Comments:

523	Carolina, Urbizo	504 248-5357	1	Live voice answered call
	Call Date: 9/18/2019	Call Time: 02:02 PM		Provider Representative: Dawn
	Provider Specialty: Internal Medicine			Address: 5630 Read Blvd Ste A
	Product Line: Medicaid			New Orleans, LA 70127

Comments:

524	Kimberly, Dao	504 254-4011	1	Live voice answered call
	Call Date: 9/18/2019	Call Time: 02:04 PM		Provider Representative: Cecilia
	Provider Specialty: Internal Medicine			Address: 4657 Alcee Fortier Blvd
	Product Line: Medicaid			New Orleans, LA 70129

Comments:

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	528	Kendra, Michael	225 744-1111	2	Live voice answered call
		Call Date: 9/11/2019	Call Time: 11:27 AM		Provider Representative: Jamie
		Provider Specialty: Pediatrics			Address: 16220 Airline Hwy Prairieville, LA 70769
		Product Line: Medicaid			
		Comments:			
	529	Lisa, Le	225 647-8511	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 11:35 AM		Provider Representative: Laney
		Provider Specialty: Pediatrics			Address: 17609 Old Jefferson Hwy Ste F Prairieville, LA 70769
		Product Line: Medicaid			
		Comments:			
	530	Joseph, Elfert	337 783-2915	3	Live voice answered call
		Call Date: 9/12/2019	Call Time: 12:21 PM		Provider Representative: Meaghan
		Provider Specialty: Pediatrics			Address: 1325 Wright Ave Ste F Crowley, LA 70526
		Product Line: Medicaid			
		Comments:			



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	531	Mazen, Korab	337 783-8215	1	Live voice answered call
		Call Date: 9/10/2019	Call Time: 01:35 PM		Provider Representative: Robin
		Provider Specialty: Pediatrics			Address: 621 N. Avenue K
		Product Line: Medicaid			Crowley, LA 70526

Comments:

	535	Rhonda, Dickey	318 425-2252	2	Live voice answered call
		Call Date: 9/11/2019	Call Time: 10:05 AM		Provider Representative: Dr. Rhonda Dickey
		Provider Specialty: Pediatrics			Address: 1625 David Rains Road
		Product Line: Medicaid			Shreveport, LA 71107

Comments:

	539	Donald, Mack	318 212-3900	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 12:02 PM		Provider Representative: Brianne
		Provider Specialty: Pediatrics			Address: 1811 E. Bert Kouns Industrial Loop Ste 140
		Product Line: Medicaid			Shreveport, LA 71105

Comments:

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	541	Danielle, Dixon	337 439-9983	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 12:04 PM		Provider Representative: Laticia
		Provider Specialty: Pediatrics			Address: 2000 Opelousas St Lake Charles , LA 70601
		Product Line: Medicaid			
		Comments:			
	545	Maria, Beslin	337 806-9910	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 12:19 PM		Provider Representative: Vonnie
		Provider Specialty: Pediatrics			Address: 431 E Evergreen St Lafayette, LA 70501
		Product Line: Medicaid			
		Comments:			
	550	Maria Andrea, Alano	337 330-0031	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 12:32 PM		Provider Representative: Krista
		Provider Specialty: Pediatrics			Address: 401 Youngsville Hwy Ste100 Lafayette, LA 70508
		Product Line: Medicaid			
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	555	Howard, Stelly Call Date: 9/16/2019 Provider Specialty: OB or Gyn Product Line: Medicaid	337 477-6061 Call Time: 11:22 AM	3	Live voice answered call Provider Representative: Vickey Address: 1920 W Sale Rd Bldg Lake Charles , LA 70605

Comments: Provider only accepting insurance for Pregnancy, IUDs & Tubal Ligations- Bldg F Suite 6

556	Matthew, Scroggs Call Date: 9/11/2019 Provider Specialty: OB or Gyn Product Line: Medicaid	337 480-5575 Call Time: 12:49 PM	1	Live voice answered call Provider Representative: Nicki Address: 1890 W. Gauthier Road Lake Charles , LA 70605
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Comments: Provider not accepting any new Gyn patients with Medicaid but will accept OB patients with it advised ny Nicki

562	Washington, Bryan Call Date: 9/11/2019 Provider Specialty: OB or Gyn Product Line: Medicaid	504 891-3711 Call Time: 01:45 PM	1	Live voice answered call Provider Representative: Leslie Address: 3720 Prytania Street New Orleans, LA 70115
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Comments:

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	563	Susan, Jeanfreau	504 897-4287	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 01:48 PM		Provider Representative: Paige
		Provider Specialty: OB or Gyn			Address: 2820 Napoleon Ave New Orleans, LA 70115
		Product Line: Medicaid			
		Comments:			
	564	Elizabeth, French	504 842-4155	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 01:53 PM		Provider Representative: Devon
		Provider Specialty: OB or Gyn			Address: 4429 Clara St Ste 400 New Orleans, LA 70115
		Product Line: Medicaid			
		Comments:			
	568	Lanasha, Tanner	504 248-5357	1	Live voice answered call
		Call Date: 9/11/2019	Call Time: 02:05 PM		Provider Representative: Holly
		Provider Specialty: OB or Gyn			Address: 5630 Read Blvd Ste A New Orleans, LA 70127
		Product Line: Medicaid			
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	569	Ingrid, Roskos Call Date: 9/12/2019 Provider Specialty: OB or Gyn Product Line: Medicaid	985-781-4848 Call Time: 12:06 PM	2	Live voice answered call Provider Representative: Tina Address: 1150 Robert Blvd Slidell, LA 70458

Comments: Suite 360- Only accepting Aetna for Pregnancy

570	Scott, Striplin Call Date: 9/17/2019 Provider Specialty: OB or Gyn Product Line: Medicaid	985 893-0995 Call Time: 11:08 AM	2	Live voice answered call Provider Representative: Brandy Address: 77 Starbrush Cir Covington, LA 70433
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Comments:

571	Meredith, Hixson Call Date: 9/16/2019 Provider Specialty: OB or Gyn Product Line: Medicaid	985 646-4490 Call Time: 11:15 AM	2	Live voice answered call Provider Representative: Edna Address: 1850 Gause Blvd E Ste 203 Slidell, LA 70461
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Comments:

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	572	Melissa, Smith	985 781-4848	2	Live voice answered call
		Call Date: 9/16/2019	Call Time: 11:12 AM		Provider Representative: Tina
		Provider Specialty: OB or Gyn			Address: 1150 Robert Blvd Ste 360 Slidell, LA 70458
		Product Line: Medicaid			
		Comments: Only accepting patients for OB not Gyn			
	575	Kira, Clement	985 893-0995	2	Live voice answered call
		Call Date: 9/17/2019	Call Time: 11:08 AM		Provider Representative: Brandy
		Provider Specialty: OB or Gyn			Address: 77 Starbrush Cir Covington, LA 70433
		Product Line: Medicaid			
		Comments:			
	579	Jay, Jaikishen	337 232-1171	1	Live voice answered call
		Call Date: 9/12/2019	Call Time: 01:37 PM		Provider Representative: Kathy
		Provider Specialty: Cardiovascular Disease			Address: 155 Hospital Dr Ste 406 Lafayette, LA 70503
		Product Line: Medicaid			
		Comments: Internal Medicine is Providers Primary Practice			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	596	Andrew, King	504 894-5562	1	Live voice answered call
		Call Date: 9/10/2019	Call Time: 11:50 AM		Provider Representative: Karen
		Provider Specialty: Orthopedic Surgery			Address: 200 Henry Clay Ave New Orleans, LA 70118
		Product Line: Medicaid			
		Comments: Karen is Dr. Kings personal secretary			
	599	Lester, Prats Jr.	504 842-4115	1	Live voice answered call
		Call Date: 9/10/2019	Call Time: 12:37 PM		Provider Representative: Shaniqua
		Provider Specialty: Urology			Address: 1514 Jefferson Hwy New Orleans, LA 70121
		Product Line: Medicaid			
		Comments:			
	605	Kathryn, Stephenson	504 483-9883	2	Live voice answered call
		Call Date: 9/30/2019	Call Time: 09:46 AM		Provider Representative: Dawn
		Provider Specialty: Csoc Or Behavioral Health			Address: 4919 Canal St Ste 203 New Orleans, LA 70119
		Product Line: Medicaid			
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	607	Lucy, Cordts	504 821-2601	1	Live voice answered call
		Call Date: 9/18/2019	Call Time: 01:37 PM		Provider Representative: Demetria
		Provider Specialty: Csoc Or Behavioral Health			Address: 1631 Elysian Fields Ave New Orleans, LA 70117
		Product Line: Medicaid			
		Comments:			
	608	Yoland, Riddle	504 241-8188	1	Live voice answered call
		Call Date: 9/18/2019	Call Time: 01:40 PM		Provider Representative: Jessie
		Provider Specialty: Csoc Or Behavioral Health			Address: 5610 Read Blvd New Orleans, LA 70127
		Product Line: Medicaid			
		Comments:			
	612	Muhammad, Yasin	504 558-9595	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 11:29 AM		Provider Representative: Danielle
		Provider Specialty: Psychiatry			Address: 701 Loyola Ave New Orleans, LA 70113
		Product Line: Medicaid			
		Comments:			



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	614	Stephen, Cochran	504 267-5712	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 11:35 AM		Provider Representative: Adrian
		Provider Specialty: Psychiatry			Address: 3901 Ulloa St
		Product Line: Medicaid			New Orleans, LA 70119

Comments:

617	Bennett, Nwankpa	504 827-2928	2	Live voice answered call
	Call Date: 9/18/2019	Call Time: 12:35 PM		Provider Representative: Ranisha
	Provider Specialty: Psychiatry			Address: 411 S. Broad St
	Product Line: Medicaid			New Orleans, LA 70119

Comments:

618	Margaret, Bishop Baier	504 821-9211	1	Live voice answered call
	Call Date: 9/17/2019	Call Time: 12:02 PM		Provider Representative: Jackie
	Provider Specialty: Psychiatry			Address: 1125 N. Tonti St
	Product Line: Medicaid			New Orleans, LA 70119

Comments:

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	619	William, Lo	504 525-2366	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 12:06 PM		Provider Representative: Lisa
		Provider Specialty: Psychiatry			Address: 2626 Canal St Ste 201 New Orleans, LA 70119
		Product Line: Medicaid			
		Comments:			
	623	Mohammad, Anwar	504 248-1581	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 11:52 AM		Provider Representative: Gabriel
		Provider Specialty: Psychiatry			Address: 8470 Morrison Road Ste A New Orleans, LA 70127
		Product Line: Medicaid			
		Comments:			
	624	Kimberly, Kavanahg	504 376-2590	2	Live voice answered call
		Call Date: 9/18/2019	Call Time: 12:04 PM		Provider Representative: Carolyn
		Provider Specialty: Psychiatry			Address: 3221 Behrman Pl Ste 105 New Orleans, LA 70114
		Product Line: Medicaid			
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	625	Peter, Mohony	504 393-4223	1	Live voice answered call
		Call Date: 9/17/2019	Call Time: 11:57 AM		Provider Representative: Theresa
		Provider Specialty: Psychiatry			Address: 4201 Woodland Drive
		Product Line: Medicaid			New Orleans, LA 70131
		Comments:			
Health Plan Total =		<u>43</u>			

# 2019 Third Qtr Provider Directory Survey

## Report: Providers Who Reported Different Addresses

Health Plan	Survey ID	Provider Name	Phone No.	Comments
Aetna	505	Jo-Ann, Jose	504 207-2273	1631 Elysian Fields Ave. New Orleans LA
	510	Andrew, Siegel	504 897-7142	
	511	Kenneth, Civello	225 767-3900	7777 Hennessy Blvd. Suite 1000 Baton Rouge Medicaid patients need referral
	520	Randy, Rossignol	504 325-2929	100 West Harrison Avenue
	525	Mary, Murphy	504 821-2601	1631 Elysian Fields Ave. New Orleans LA 70117
	526	Cammie, Hilliard	225 647-8511	Correct address 1937 S. Burnside Ave
	527	Tracy, Wallace	225 647-8511	!937 South Burnside Gonzales
	537	Marlene, Broussard	318 675-5000	1602 Kings Hwy Shreveport
	561	Rebekah, Gee	504 702-5700	Address associated with the phone # is 2000 Canal Street
	576	Jon, Leleux	337 269-9777	315 Rue Louis XIV Lafayette
	577	Eric, Engeron	337 289-8429	225 Dunn Street Lafayette
	587	Gaston, Delabrettonne	504 702-3000	Teaching facility provider is a staff physician Correct Address-2000 Canal Street New Orleans LA
	601	Kelly, Alig	504 568-8888	411 South Prieu Street
	603	Akanksha, Thakur	504 723-2066	1035 Calhoun Street
	610	Erich, Conrad	504 412-1100	Only accepting Aenta for ECT 478 Southjohnson Street FI 7
	611	Vininder, Khunkhun	504 723-2066	1035 Calhoun Street New Orleans LA 70118
	613	Jeffrey, Sibrack	504 207-3060	Correct Address-3201 S. Carrollton Ave
	616	Meaghan, Davis	504 207-2273	1631 Elysian Fields New Orleans LA

Health Plan	Survey ID	Provider Name	Phone No.	Comments
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Health Plan Total = **18**

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# 2019 Third Qtr Provider Directory Survey

## Report: Providers with New Phone Numbers

Health Plan	Survey ID	Provider Name	Directory Source	Old Phone No.	New Phone No.	New Phone No. is Valid
Aetna	577	Eric, Engeron	Web	337 289-8429	(985) 876-0300	Yes
	587	Gaston, Delabretonne	Web	504 702-3000	(504) 702-3376	Yes
	591	Mathew, Cyriac	Web	504 988-8000	(504) 988-2177	Yes
	595	Paul, Celestre	Web	504 842-4155	(504) 842-2000	Yes
	599	Lester, Prats Jr.	Web	504 842-4115	(504) 842-4083	Yes
	610	Erich, Conrad	Web	504 412-1100	(504) 412-1580	Yes
	613	Jeffrey, Sibrack	Web	504 207-3060	(504) 207-3060	Yes
Health Plan Total =		<u>7</u>				

# 2019 Third Qtr Provider Directory Survey

## Report: Providers Not Accepting New Patients (Closed Panel)

Health Plan	Survey ID	Provider Name	Phone No.	Directory Source	Call Date	Call Time	Provider Representative
Aetna	505	Jo-Ann, Jose	504 207-2273	Web	9/18/2019	1:49 PM	Anita
		Comments: 1631 Elysian Fields Ave. New Orleans LA					
	506	Mary, Abell	504 529-5558	Web	9/17/2019	12:18 PM	Romie
		Comments:					
	519	Milton, Seiler	504 367-6971	Web	9/18/2019	12:30 PM	Rashaun
		Comments:					
	522	Michele, Cooper	504 246-1452	Web	9/30/2019	9:35 AM	Brandy
		Comments:					
	576	Jon, Leleux	337 269-9777	Web	9/12/2019	1:27 PM	Addie
		Comments: 315 Rue Louis XIV Lafayette					
Health Plan Total =		<u>5</u>					

# 2019 Third Qtr Provider Directory Survey

## Report: Details on Failed Providers

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	501	Robert, Eubanks	504 702-3000	1	Not participating, Wrong number
		Call Date: 9/17/2019	Call Time: 12:10 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Melody			Address: 1400 Poydras St Fl 3 New Orleans, LA 70112
		Comments: Spoke with three reps not one heard of this provider			
	502	Murtuza, Ali	504 702-3000	3	Wrong specialty
		Call Date: 10/1/2019	Call Time: 09:35 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Iris			Address: 2000 Canal Street Floor 2 New Orleans, LA 70112
		Comments:			
	503	Thomas, Reske	504 903-5700	3	Number disconnected
		Call Date: 9/30/2019	Call Time: 09:34 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative:			Address: 2025 Gravier St Fl 3 New Orleans, LA 70112
		Comments:			



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	504	Jodi, Layton	504 988-8000	1	Wrong number
		Call Date: 9/18/2019	Call Time: 01:46 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Kelly			Address: 1415 Tulane Avenue New Orleans, LA 70112
		Comments:			
	505	Jo-Ann, Jose	504 207-2273	1	Not accepting new patients, Wrong address
		Call Date: 9/18/2019	Call Time: 01:49 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Anita			Address: 3308 Tulane Ave New Orleans, LA 70119
		Comments: 1631 Elysian Fields Ave. New Orleans LA			
	506	Mary, Abell	504 529-5558	1	Not accepting new patients
		Call Date: 9/17/2019	Call Time: 12:18 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Romie			Address: 1020 Saint Andrew St New Orleans, LA 70130
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	510	Andrew, Siegel	504 897-7142	1	Wrong number, Wrong address
		Call Date: 9/17/2019	Call Time: 01:40 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Christina			Address: 3600 Prytania St Ste 30 New Orleans, LA 70115
		Comments:			
	511	Kenneth, Civello	225 767-3900	1	Wrong address, Wrong specialty
		Call Date: 9/17/2019	Call Time: 01:43 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Jackie			Address: 214 Clinic Drive Donaldsonville, LA 70346
		Comments: 7777 Hennessy Blvd. Suite 1000 Baton Rouge			Medicaid patients need referral
	513	John, Lindsay	225 644-2823	2	Wrong number
		Call Date: 9/18/2019	Call Time: 11:55 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Shannon			Address: 2647 S Saint Elizabeth Blvd Ste 215 Gonzales, LA 70737
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	514	Gertrude, Chimeka Anyanwo	225 218-4090	3	Message not returned (3 calls)
		Call Date: 9/30/2019	Call Time: 09:54 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative:			Address: 826 W. Highway 30 Ste D Gonzales, LA 70737
		Comments:			
	516	Nadine, Harris	504 821-2601	1	Not at site
		Call Date: 9/17/2019	Call Time: 02:08 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Charlese			Address: 1631 Elysian Fields Ave New Orleans, LA 70117
		Comments:			
	519	Milton, Seiler	504 367-6971	2	Not accepting new patients, Wrong specialty
		Call Date: 9/18/2019	Call Time: 12:30 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Rashaun			Address: 3712 Macarthur Blvd Ste 200 New Orleans, LA 70114
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	520	Randy, Rossignol	504 325-2929	1	Wrong address
		Call Date: 9/17/2019	Call Time: 02:19 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Kay			Address: 100 Harrison Ave Ste 101 New Orleans, LA 70124
		Comments: 100 West Harrison Avenue			
	521	Bogdan, Nowakowski	225-647-6900	2	Wrong specialty
		Call Date: 9/18/2019	Call Time: 12:24 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Sharon			Address: 1429 E. Highway 30 Gonzales, LA 70737
		Comments:			
	522	Michele, Cooper	504 246-1452	2	Not accepting new patients
		Call Date: 9/30/2019	Call Time: 09:35 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Brandy			Address: 5646 Read Blvd Ste 200 New Orleans, LA 70127
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	525	Mary, Murphy	504 821-2601	1	Not at site, Wrong address, Wrong specialty
		Call Date: 9/18/2019	Call Time: 02:07 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Demetria			Address: 2601 Tulane Ave Ste 500 New Orleans, LA 70119
		Comments: 1631 Elysian Fields Ave. New Orleans LA 70117			
	526	Cammie, Hilliard	225 647-8511	1	Wrong address
		Call Date: 9/10/2019	Call Time: 12:50 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Meredith			Address: 1931 S. Burnside Ave Gonzales, LA 70737
		Comments: Correct address 1937 S. Burnside Ave			
	527	Tracy, Wallce	225 647-8511	2	Wrong address
		Call Date: 9/11/2019	Call Time: 11:35 AM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Laney			Address: 2647 S. Saint Elizabeth Blvd Ste 320 Gonzales, LA 70737
		Comments: !937 South Burnside Gonzales			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	532	Lucy, Goh	337 439-3224	3	Wrong number
		Call Date: 9/12/2019	Call Time: 12:02 PM		
		Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative:			Address: 613 John F. Kennedy Drive Crowley, LA 70526
		Comments: Phone # is a Fax			
	533	James, Thibodaux	318 985-2142	1	Wrong number
		Call Date: 9/10/2019	Call Time: 01:44 PM		
		Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: CeCe			Address: 287 Main Street Moreauville, LA 71355
		Comments: Phone # is Avoyelles High School School based Health Ctr. Run by Cabrinri Dr. not @ this site & CeCE never heard of this provider.			
	534	Kai, Brown	318 253-7022	1	Wrong number
		Call Date: 9/10/2019	Call Time: 01:50 PM		
		Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: Alicia			Address: 338 Moreau St Ste E Marksville, LA 71351
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	536	Darrell, Barnett	318 681-4138	1	Wrong number
		Call Date: 9/10/2019	Call Time: 01:56 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Diane			Address: 1 Saint Mary Place Shreveport, LA 71101
		Comments:			
	537	Marlene, Broussard	318 675-5000	1	Wrong address
		Call Date: 9/10/2019	Call Time: 02:10 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Linda/Chastity			Address: 1501 Kings Hwy Shreveport, LA 71103
		Comments: 1602 Kings Hwy Shreveport			
	538	Terry, Kendrick	318 681-4896	1	Not participating
		Call Date: 9/10/2019	Call Time: 02:16 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Kerri			Address: 950 Olive St Shreveport, LA 71104
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	540	Bina, Joseph	337 478-6480	2	Not participating
		Call Date: 9/11/2019	Call Time: 11:53 AM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Rita			Address: 2903 1st Ave Lake Charles , LA 70601
		Comments: goes to this site approx 1 x per month			
	542	Caroline, Courville	337 494-6767	2	Not participating
		Call Date: 9/12/2019	Call Time: 12:20 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Natalie			Address: 1525 Oak Park Blvd Lake Charles , LA 70601
		Comments:			
	543	Mudar, Kattash	337 562-2293	2	Wrong specialty
		Call Date: 9/11/2019	Call Time: 01:56 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Debbie			Address: 2005 Southwood Drive Lake Charles , LA 70605
		Comments:			



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	544	Amar, Dave	949 713-3998	1	Wrong number
		Call Date: 9/11/2019	Call Time: 12:15 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Jess			Address: 4200 Nelson Road Lake Charles , LA 70605
		Comments: Phone # is for Advanced Billing Consultants			
	546	Nahla, Dahr	337 769-9451	1	Not at site
		Call Date: 9/11/2019	Call Time: 12:22 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative:			Address: 500 Patterson St Lafayette, LA 70501
		Comments:			
	547	Michael, Melancon	337 232-3371	3	Number disconnected
		Call Date: 9/16/2019	Call Time: 11:19 AM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative:			Address: 1417 Moss St Lafayette, LA 70501
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	548	Mary, Saleme	337 289-6770	1	Rep doesn't know
		Call Date: 9/11/2019	Call Time: 12:27 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Kaitlyn			Address: 612 Westgate Road Lafayette, LA 70503
		Comments:			
	549	Budi, Sugeng	337 706-7000	3	No answer (3 calls)
		Call Date: 9/16/2019	Call Time: 11:18 AM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative:			Address: 110 Curran Lane Lafayette, LA 70506
		Comments: Msg states call cannot be completed as dialed			
	551	Leonard, Blanton	318 212-7840	1	Not participating
		Call Date: 9/11/2019	Call Time: 12:35 PM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Annie			Address: 2449 Hospital Dr Ste 260 Bossier City, LA 71111
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	552	Gina, Gomez	318 212-7931	3	Not participating
		Call Date: 9/16/2019	Call Time: 11:39 AM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Bridget			Address: 2400 Hospital Dr ste 240 Bossier City, LA 71111
		Comments:			
	553	John, Colligan	337 439-9983	1	Not at site
		Call Date: 9/11/2019	Call Time: 12:43 PM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Kenya			Address: 2000 opelousas st Lake Charles , LA 70601
		Comments:			
	554	James, Brown	337 474-0222	3	Message not returned (3 calls)
		Call Date: 9/16/2019	Call Time: 11:20 AM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative:			Address: 4150 Nelson Road Bldg 11 Lake Charles , LA 70605
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	557	Albert, Diket	337 905-2151	1	Wrong number
		Call Date: 9/11/2019	Call Time: 12:54 PM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Kelly			Address: 10071 Gulf Hwy Lake Charles , LA 70607
		Comments: Advised by Kelly provider not at this site & phone #			
	558	Stanley, Kordisch	337 769-9451	2	Wrong number
		Call Date: 9/12/2019	Call Time: 01:38 PM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Kim			Address: 500 Patterson St Lafayette, LA 70501
		Comments: Advised by Kim no such Provider at site			
	559	Kim , Hardey	337 261-5433	2	Wrong suite number
		Call Date: 9/12/2019	Call Time: 09:25 AM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Susan			Address: 155 Hospital Drive Ste 302 Lafayette, LA 70503
		Comments: Correct suite #280			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	560	Abigail, Hart	337 256-5317	3	Not at site
		Call Date: 9/16/2019	Call Time: 11:01 AM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Robin			Address: 811 Albertson Pkwy Broussard, LA 70518
		Comments: Advised provider no longer at site			
	561	Rebekah, Gee	504 702-5700	2	Wrong number, Wrong address
		Call Date: 9/12/2019	Call Time: 12:25 PM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Carmelita			Address: 2100 Perdido St New Orleans, LA 70112
		Comments: Address associated with the phone # is 2000 Canal Street			
	565	Sarah, Ryan Yockey	504 207-3060	3	Wrong specialty
		Call Date: 9/16/2019	Call Time: 11:26 AM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Dawn			Address: 100 Warrington Drive Ste b New Orleans, LA 70118
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	566	George, Morris	504 842-3900	1	Wrong number
		Call Date: 9/12/2019	Call Time: 12:59 PM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Devon			Address: 1514 Jefferson Hwy New Orleans, LA 70121
		Comments: Phone # is for pediatrics, then transferred to OB/GYN Phone # 8424155 and was advised there is George Morris III & IV Neither of these providers are at this address. They both practice at 4429 Clara Street, Baptist McFarland Med Plaza			
	567	Kristin, Green	504 246-1452	1	Wrong suite number
		Call Date: 9/11/2019	Call Time: 02:12 PM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Brandy			Address: 5646 Read Blvd Ste 200 New Orleans, LA 70127
		Comments: Correct suite # is 280			
	573	Rachael, Cresap	985 249-7022	2	Not participating
		Call Date: 9/16/2019	Call Time: 11:10 AM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative: Kaylee			Address: 104 Innwood Drive Covington, LA 70433
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	574	Arthur, Caire	985 643 3100	3	Number disconnected
		Call Date: 9/17/2019	Call Time: 11:02 AM		
		Provider Specialty: OB or Gyn			
		Product Line: Medicaid			
		Provider Representative:			Address: 700 Gause Blvd Ste 203 Ste 203 Slidell, LA 70458
		Comments:			
	576	Jon, Leleux	337 269-9777	1	Not accepting new patients, Wrong address
		Call Date: 9/12/2019	Call Time: 01:27 PM		
		Provider Specialty: Cardiovascular Disease			
		Product Line: Medicaid			
		Provider Representative: Addie			Address: 155 Hospital drive ste 101 Lafayette, LA 70503
		Comments: 315 Rue Louis XIV Lafayette			
	577	Eric, Engeron	337 289-8429	1	Wrong address
		Call Date: 9/12/2019	Call Time: 01:33 PM		
		Provider Specialty: Cardiovascular Disease			
		Product Line: Medicaid			
		Provider Representative: Nicole/Myra			Address: 441 Heymann Blvd Lafayette, LA 70503
		Comments: 225 Dunn Street Lafayette			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	578	Ryan, Chauffe	337 289-8400	1	Wrong number
		Call Date: 9/16/2019	Call Time: 11:45 AM		
		Provider Specialty: Cardiovascular Disease			
		Product Line: Medicaid			
		Provider Representative: Katherine			Address: 1211 Coolidge Blvd Ste 100 Lafayette, LA 70503
		Comments: Provider not at this site			
	580	John, Maylard	337 942-8694	3	Number disconnected
		Call Date: 9/17/2019	Call Time: 11:04 AM		
		Provider Specialty: Cardiovascular Disease			
		Product Line: Medicaid			
		Provider Representative:			Address: 121 Rue Louis Xiv Bldg 4 Lafayette, LA 70508
		Comments:			
	581	Syed, Fazal	337 291-9410	3	Number disconnected
		Call Date: 9/17/2019	Call Time: 11:06 AM		
		Provider Specialty: Cardiovascular Disease			
		Product Line: Medicaid			
		Provider Representative:			Address: 4906 Ambassador Caffery Pkwy Ste 1400 Lafayette, LA 70508
		Comments:			



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	582	Usman, Alam	337 406-5166	3	Number disconnected
		Call Date: 9/17/2019	Call Time: 11:07 AM		
		Provider Specialty: Cardiovascular Disease			
		Product Line: Medicaid			
		Provider Representative:			Address: 401 Youngsville Hwy Ste 200B Lafayette, LA 70508
		Comments:			
	583	Prem, Kumar	504 412-1100	1	Not at site
		Call Date: 9/16/2019	Call Time: 11:41 AM		
		Provider Specialty: Allergy			
		Product Line: Medicaid			
		Provider Representative: Sheila			Address: 3700 Saint Charles Ave Fl 4 New Orleans, LA 70115
		Comments: Provider is retired as per Sheila			
	584	William, Davis	504 842-9616	2	Wrong number
		Call Date: 9/16/2019	Call Time: 11:03 AM		
		Provider Specialty: Allergy			
		Product Line: Medicaid			
		Provider Representative: Jenesa			Address: 2700 Napoleon Ave New Orleans, LA 70115
		Comments: Provider not at this site per Jenesa			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	585	Augusto, Ochoa	504 894-5562	1	Wrong number
		Call Date: 9/9/2019	Call Time: 01:53 PM		
		Provider Specialty: Allergy			
		Product Line: Medicaid			
		Provider Representative: Charen			Address: 200 Henry Clay Ave New Orleans, LA 70118
		Comments: # is for Pediatric Surgical Dept @ Childrens Hospital			
	586	Pontchartrain, Chartres	504 568-3130	1	Wrong number
		Call Date: 9/9/2019	Call Time: 01:56 PM		
		Provider Specialty: Allergy			
		Product Line: Medicaid			
		Provider Representative: Dorie			Address: 3100 General Degaulle Dr Ste A New Orleans, LA 70114
		Comments: # is for Metropolitan Human Service Dist according to Dorie Pontchartrain Chartres is the name of one of their clinics			
	587	Gaston, Delabretonne	504 702-3000	1	Wrong address
		Call Date: 9/9/2019	Call Time: 02:00 PM		
		Provider Specialty: Dermatology			
		Product Line: Medicaid			
		Provider Representative: Gail			Address: 1400 Poydras St Fl 3 New Orleans, LA 70112
		Comments: Teaching facility provider is a staff physician Correct Address-2000 Canal Street New Orleans LA			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	588	Alun, Wang	504 896-9023	1	Not participating, Wrong number
		Call Date: 9/9/2019	Call Time: 02:05 PM		
		Provider Specialty: Dermatology			
		Product Line: Medicaid			
		Provider Representative: Terry			Address: 3715 Prytania St Ste 306 New Orleans, LA 70115
		Comments: Phone # is for Dr. Wangs Lab does not see patients here			
	589	Mehdi, Mosadegh	504 200-9901	1	Not at site
		Call Date: 9/9/2019	Call Time: 02:09 PM		
		Provider Specialty: Dermatology			
		Product Line: Medicaid			
		Provider Representative: DeLisa			Address: 9930Lake Forest Blvd Ste B New Orleans, LA 70127
		Comments:			
	590	William, Sherman	504 903-3000	3	Number disconnected
		Call Date: 9/12/2019	Call Time: 11:59 AM		
		Provider Specialty: Orthopedic Surgery			
		Product Line: Medicaid			
		Provider Representative:			Address: 1400 Poydras St. Fl 1 New Orleans, LA 70112
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	591	Mathew, Cyriac	504 988-8000	1	Not participating
		Call Date: 9/10/2019	Call Time: 11:56 AM		
		Provider Specialty: Orthopedic Surgery			
		Product Line: Medicaid			
		Provider Representative: Clint			Address: 1415 Tulane Avenue New Orleans, LA 70112
		Comments:			
	592	Paul, Dimarti	504 412-1100	1	Wrong number
		Call Date: 9/9/2019	Call Time: 02:11 PM		
		Provider Specialty: Orthopedic Surgery			
		Product Line: Medicaid			
		Provider Representative: Natara & Kaylee			Address: 3700 Saint Charles Ave Fl 6 New Orleans, LA 70115
		Comments:			
	593	Leslie, Sisco Wise	504 842-4263	1	Not participating
		Call Date: 9/9/2019	Call Time: 02:17 PM		
		Provider Specialty: Orthopedic Surgery			
		Product Line: Medicaid			
		Provider Representative: Jasmine			Address: 2820 Napoleon Ave Ste 920 New Orleans, LA 70115
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	594	Katherine, Kaust	504 899-1000	1	Not participating
		Call Date: 9/10/2019	Call Time: 11:35 AM		
		Provider Specialty: Orthopedic Surgery			
		Product Line: Medicaid			
		Provider Representative: Andrea			Address: 2633 Napoleon Ave Ste 600 New Orleans, LA 70115
		Comments: Only accepting Aetna @ Childrens Hospital in the clinic-Not in her main office which is listed above			
	595	Paul, Celestre	504 842-4155	1	Not participating
		Call Date: 9/10/2019	Call Time: 11:40 AM		
		Provider Specialty: Orthopedic Surgery			
		Product Line: Medicaid			
		Provider Representative: Revi & Gabby &			Address: 2820 Napoleon Ave Ste 400 New Orleans, LA 70115
		Comments:			
	597	Harold, Fuselier	504 903-5700	3	Number disconnected
		Call Date: 9/12/2019	Call Time: 12:04 PM		
		Provider Specialty: Urology			
		Product Line: Medicaid			
		Provider Representative:			Address: 2025 Gravier St Fl 3 New Orleans, LA 70112
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	598	Louis, Krane	504 988-8000	2	Wrong number
		Call Date: 9/11/2019	Call Time: 11:55 AM		
		Provider Specialty: Urology			
		Product Line: Medicaid			
		Provider Representative: Rose			Address: 1415 Tulane Avenue New Orleans, LA 70112
		Comments:			
	600	William, Caraway	504 371-0071	3	Number disconnected
		Call Date: 9/12/2019	Call Time: 12:00 PM		
		Provider Specialty: Urology			
		Product Line: Medicaid			
		Provider Representative:			Address: 4429 Clara St Ste 600A New Orleans, LA 70115
		Comments:			
	601	Kelly, Alig	504 568-8888	1	Wrong number, Wrong address
		Call Date: 9/10/2019	Call Time: 12:44 PM		
		Provider Specialty: Occupational Therapy			
		Product Line: Medicaid			
		Provider Representative: Candace			Address: 1542 Tulane Ave Ste 866 New Orleans, LA 70112
		Comments: 411 South Prieu Street			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	602	Kerrie, Ramsdell	504 568-4302	3	Not at site
		Call Date: 9/12/2019	Call Time: 12:30 PM		
		Provider Specialty: Occupational Therapy			
		Product Line: Medicaid			
		Provider Representative: Lee			Address: 1900 Gravier St Fl 8 New Orleans, LA 70112
		Comments:			
	603	Akanksha, Thakur	504 723-2066	1	Wrong address
		Call Date: 9/17/2019	Call Time: 12:07 PM		
		Provider Specialty: Csoc Or Behavioral Health			
		Product Line: Medicaid			
		Provider Representative: Liz			Address: 2603 Baronne Street New Orleans, LA 70113
		Comments: 1035 Calhoun Street			
	604	Allison, Brauer	504 207-2273	1	Not at site
		Call Date: 9/18/2019	Call Time: 12:19 PM		
		Provider Specialty: Csoc Or Behavioral Health			
		Product Line: Medicaid			
		Provider Representative: Daniel			Address: 3308 Tulane Ave New Orleans, LA 70119
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	606	Lashawndria, Kelley	504 525-2366	1	Not at site
		Call Date: 9/18/2019	Call Time: 01:34 PM		
		Provider Specialty: Csoc Or Behavioral Health			
		Product Line: Medicaid			
		Provider Representative: Mary			Address: 2626 Canal St Ste 201 New Orleans, LA 70119
		Comments: Not at site since 2017			
	609	Loretta, Sonnier	504 988-8000	1	Wrong number
		Call Date: 9/17/2019	Call Time: 11:12 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative: Linda			Address: 1415 Tulane Avenue New Orleans, LA 70112
		Comments:			
	610	Erich, Conrad	504 412-1100	1	Not participating, Wrong address
		Call Date: 9/17/2019	Call Time: 11:17 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative: Stephanie			Address: 2025 Gravier St Fl 7 New Orleans, LA 70112
		Comments: Only accepting Aenta for ECT 478 Southjohnson Street Fl 7			



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	611	Vininder, Khunkhun	504 723-2066	1	Rep doesn't know, Wrong address
		Call Date: 9/17/2019	Call Time: 11:24 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative: Elizabeth			Address: 2603 Baronne Street New Orleans, LA 70113
		Comments: 1035 Calhoun Street New Orleans LA 70118			
	613	Jeffrey, Sibrack	504 207-3060	3	Wrong address
		Call Date: 9/30/2019	Call Time: 09:40 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative: Mia			Address: 2021 Pauger St New Orleans, LA 70116
		Comments: Correct Address-3201 S. Carrollton Ave			
	615	Chance, Mcinnis	337 962-2672	3	No answer (3 calls)
		Call Date: 9/30/2019	Call Time: 09:33 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative:			Address: 3303 Tulane Ave New Orleans, LA 70119
		Comments: Msg stating wireless customer is not available.			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	616	Meaghan, Davis	504 207-2273	1	Wrong address
		Call Date: 9/17/2019	Call Time: 11:38 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative: Demetria			Address: 3308 Tulane Ave New Orleans, LA 70119
		Comments: 1631 Elysian Fields New Orleans LA			
	620	James, Mcconville	985 307-1600	1	Wrong number
		Call Date: 9/17/2019	Call Time: 11:45 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative: Miriam			Address: 711 N. Broad ST New Orleans, LA 70119
		Comments:			
	621	Janet, Bradley	504 821-7233	3	Message not returned (3 calls)
		Call Date: 9/30/2019	Call Time: 09:49 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative: Andrea			Address: 1050 S. Jefferson Davis Pkwy Suite 239 New Orleans, LA 70125
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	622	Charles, Coleman	504 899-8282	3	Number disconnected
		Call Date: 10/1/2019	Call Time: 09:48 AM		
		Provider Specialty: Psychiatry			
		Product Line: Medicaid			
		Provider Representative:			Address: 1035 Calhoun St.
					New Orleans, LA 70118
		Comments:			
Health Plan Total =		<u>82</u>			

# 2019 Third Qtr Provider Directory Survey

## Report: Providers Not Participating with MCO

[Print](#)

\* Report lists providers who answered the call and responded "No" to participating in the health plan. List does NOT include providers with no response.

Health Plan	Survey ID	Provider Name	Phone No.	Page in Directory	Call Date	Call Time	Provider Representative
Aetna	501	Robert, Eubanks	504 702-3000	Web	9/17/2019	12:10 PM	Melody
	538	Terry, Kendrick	318 681-4896	Web	9/10/2019	2:16 PM	Kerri
	540	Bina, Joseph	337 478-6480	Web	9/11/2019	11:53 AM	Rita
	542	Caroline, Courville	337 494-6767	Web	9/12/2019	12:20 PM	Natalie
	551	Leonard, Blanton	318 212-7840	Web	9/11/2019	12:35 PM	Annie
	552	Gina, Gomez	318 212-7931	Web	9/16/2019	11:39 AM	Bridget
	573	Rachael, Cresap	985 249-7022	Web	9/16/2019	11:10 AM	Kaylee
	588	Alun, Wang	504 896-9023	Web	9/9/2019	2:05 PM	Terry
	591	Mathew, Cyriac	504 988-8000	Web	9/10/2019	11:56 AM	Clint
	593	Leslie, Sisco Wise	504 842-4263	Web	9/9/2019	2:17 PM	Jasmine
	594	Katherine, Kaust	504 899-1000	Web	9/10/2019	11:35 AM	Andrea
	595	Paul, Celestre	504 842-4155	Web	9/10/2019	11:40 AM	Revi & Gabby &
	610	Erich, Conrad	504 412-1100	Web	9/17/2019	11:17 AM	Stephanie

Health Plan Total = **13**

# 2019 Third Qtr Provider Directory Survey

## Report: Providers with Changes to Specialty

Health Plan	Survey ID	Provider Name	Directory Source	Specialty Listed in Directory	Actual Specialty
Aetna	502	Murtuza, Ali	Web	Internal Medicine	Cardiologist
	511	Kenneth, Civello	Web	Internal Medicine	Cardiologist Electro Physiologist
	519	Milton, Seiler	Web	Internal Medicine	Hematology/Oncology
	521	Bogdan, Nowakowski	Web	Internal Medicine	Pulmonary
	525	Mary, Murphy	Web	Internal Medicine	Specializes HIV patients
	543	Mudar, Kattash	Web	Pediatrics	Pediatric Cardiologist
	565	Sarah, Ryan Yockey	Web	OB or Gyn	Primarily Family Medicine
Health Plan Total =		<u>7</u>			

# 2019 Third Qtr Provider Directory Survey

## Summary Report

Health Plan: **Aetna**

### Current Provider Directory Survey (2019 Third Qtr)

Survey date range: 9/9/2019 to 10/1/2019

#### Participation by Specialty Category

Specialty Category	# of Providers	# Compliant	% Compliant
Specialist	25	3	12.0%
Pediatrics	25	9	36.0%
OB/GYN	25	11	44.0%
Internal Medicine/Family Medicine	25	9	36.0%
Behavioral Health	25	11	44.0%
<b>Total</b>	<b>125</b>	<b>43</b>	

#### Reasons for noncompliance

Reasons	# of Providers	% of noncompliant providers
Does not participate with MCO	13	15.9%
Not accepting new patients	5	6.1%
Rep doesn't know	2	2.4%
Not at site	10	12.2%
Wrong telephone number	23	28.0%
No answer (third call)	2	2.4%
Busy signal (third call)	0	0.0%
Disconnected telephone number	10	12.2%
Message not returned (3 calls)	3	3.7%
Wrong address	18	22.0%
Wrong suite number	2	2.4%
Wrong specialty	7	8.5%
Total reasons for noncompliance	95	
<b>Number of noncompliant providers</b>	<b>82</b>	

The total reasons for noncompliance may not equal the number of noncompliant providers because providers may have multiple reasons for noncompliance.