

Louisiana Department of Health and Hospitals
BAYOU HEALTH Informational Bulletin 12-20
May 7, 2012

Issue: Situational Fax Numbers for Hospitals to Submit Clinical Information and/or Prior Authorization Requests

Bayou Health Plans may have different fax numbers for sending clinical information or requesting Prior Authorization that are “situational”, depending on various factors.

DHH requested that each of the five Bayou Health Plans submit content for a “work aid” containing all possible fax numbers that hospital staff may be required to fax information to (along with the situation), as well as a phone number to call and follow up when **no response** to the fax is received within a reasonable time.



Hospital Precertification / Admission Notification Fax #: 800-964-3627

- Precertification requests and notification of intent to render covered medical services must be faxed or called into the health plan
- For telephone follow up: 800-454-3730

Inpatient Utilization Management Fax #: 888-822-5595

- Emergent inpatient admission required review for medical necessity and clinical information submitted
- For telephone follow up: 800-454-3730

Outpatient Utilization Management Fax #: 888-822-5658

- Outpatient Physical, Occupational and Speech Therapy requests for authorization and clinical information

Home Health, Home infusion and DME (Univita) Fax #: 888-914-2202

- For telephone follow up: 888-914-2201

Pre-Authorization Fax #: 877-448-8366

- Use this fax number to request Inpatient and Outpatient authorizations and provide notification of OB deliveries (notification of OB deliveries is optional)
- Provider is encouraged to confirm receipt of the fax
- Care Management Advocate or Nurse will contact the facility via fax or phone with a response within 2 business days
- To request by phone, or if there is no response to fax after two business days, the hospital can call **855-PRE-AUTH (1-855-773-2884)**



Utilization Management Department Fax #: 866-397-4522

Use this number for the following:

- All inpatient authorizations (including both initial and continued stay reviews)
- Delivery notifications (including all well babies and detained babies)
- Durable medical equipment requests
- Home health requests, and
- Most outpatient requests (*excluding outpatient maternity authorizations*).

If a provider would like to receive confirmation of receipt in addition to printed fax confirmations of successful transmission from their own fax machines, they may call the Utilization Management Department at 888-913-0350. This is also the number to call if no response is received.



Medical Management Department	Fax Number	Type of Information
Admissions	<u>866-534-5968</u>	Daily Census
Prior Authorization	<u>877-401-8175</u>	Prior Authorization Requests or requested information from Prior Authorization
Case Management	<u>877-668-2079</u>	Case Management Referrals or requested information from Case Management
Concurrent Review	<u>877-668-2080</u>	Inpatient clinical information

Should the provider need to call LHC regarding a fax, call **1-866-595-8133**, and select the appropriate Department.



Fax # for Notification of Inpatient Admissions and Prior Authorization Requests: 877-271-6290

- Intake documents the request and information is tasked to the appropriate inpatient care management team.
- Specialized teams led by experienced OB/GYNs, Neonatologist, Transplant and Internal Medicine physicians manage --
 - medical/surgical cases
 - transplant cases
 - maternity cases, and
 - NICU cases
- To support HIPAA privacy requirements, each **nurse** on the individual teams provides **his/her direct fax number** to the hospital-based utilization management contact to ensure confidential communication of inpatient updates.
- Names of nurses doing concurrent review and the facilities they each have been assigned to work with current as of 5/7/12 are as follows:

First Name	Last Name		Work #	Fax	
Casey	Brown	Telephonic	225-753-6671	866-804-8771	
Diana	Eames	Telephonic	504-849-1529	888-849-1529	
Barbara	Ellacott	Telephonic	901-372-8059	877-284-6799	
Karen	Fredrick	Telephonic	504-849-1532	888-488-8096	
Farah	Golden	Telephonic	504-849-1531	855-718-6736	
Odalys	Gonzalez-Ortiz	Telephonic	504-849-1530	888-724-8258	504-401-3020
Abby	Landry	Telephonic	504-849-1505	886-299-8687	
Andrea	Phillips	Telephonic	615-907-9645	888-371-6515	
Brenda	Stewart	Telephonic	504-849-1544	866-815-0928	