

**Louisiana Department of Health and Hospitals**  
**Bayou Health Informational Bulletin 12-20**  
**Revised August 28, 2013**

**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 Inpatient Fax #: 888-486-6207; Outpatient Fax # 888-484-1467**

- Use these fax numbers 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
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, a dedicated clinical fax number is provided 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 8/26/13 are as follows:

<b>First Name</b>	<b>Last Name</b>	<b>Work #</b>	<b>Fax #</b>		
<b>Casey</b>	<b>Brown</b>	<b>Telephonic</b>	<b>225-753-6671</b>		
<b>Andrea</b>	<b>Phillips</b>	<b>Telephonic</b>	<b>615-907-9645</b>	<b>888-371-6515</b>	
<b>Abby</b>	<b>Landry</b>	<b>Telephonic</b>	<b>504-849-1505</b>	<b>886-299-8687</b>	
<b>Farah</b>	<b>Golden</b>	<b>Telephonic</b>	<b>504-849-1531</b>		
<b>Glenda</b>	<b>White</b>	<b>Telephonic</b>	<b>803-475-6267</b>		
<b>Eulonda</b>	<b>Marting</b>	<b>Telephonic</b>	<b>318-748-4727</b>		
<b>Denise</b>	<b>Primeaux</b>	<b>Telephonic</b>	<b>337-363-1949</b>		
<b>Phyllis</b>	<b>Punch</b>	<b>Telephonic</b>	<b>504-832-6049</b>		
<b>Tonya</b>	<b>Smith</b>	<b>Telephonic</b>	<b>601-605-9922</b>		
<b>LA UM Clinical Fax</b>	<b>Med/Surg admits only</b>			<b>866-353-0535</b>	