



## Louisiana Department of Health and Hospitals Bayou Health Informational Bulletin 12-27 **Revised January 15, 2015**

### **Issue: Bayou Health Provider Issue Escalation and Resolution**

DHH offers providers numerous avenues for reporting and resolving issues related to Bayou Health. **It is important that providers follow the process outlined in this informational bulletin for escalation of Bayou Health issues to ensure all concerns are handled timely by the appropriate parties.**

#### **Contact the Health Plan**

Providers should **first seek resolution with the Bayou Health Plan**, using the escalation chart at the end of this informational bulletin. The chart includes three tiers for escalation within all five Health Plans and Molina, and is updated on a regular basis.

Each Health Plan is required, through their contract with DHH, to operate a toll-free telephone line to respond to provider questions, comments and inquiries. This line is staffed, at a minimum, 7 a.m. to 7 p.m., Central Standard Time, Monday through Friday. (See Section 10 of the Bayou Health contract).

In addition, the Contracts require that each Health Plan maintain a **Provider Complaint System** for in-network and out-of-network providers to dispute the Health Plan's policies, procedures, or any aspect of the Plan's administrative functions. As part of the Provider Complaint system, the Health Plan is required to *"have dedicated provider relations staff for providers to contact via telephone, electronic mail, surface mail, and in person to ask questions, file a provider complaint and resolve problems, to identify a staff person specifically designated to receive and process provider complaints, and ensure that a Plan executive with the authority to require corrective action are involved in the provider complaint escalation process."*

**DHH strongly recommends that providers document the name of the Plan representative(s) with whom they speak or communicate via e-mail along with the time and date and provide that information as issues are escalated.**

Note that if e-mailing protected health information to the Health Plan (or DHH), providers should use **secure e-mail**

Bayou Health Plans are required to submit a monthly report of all provider complaints to DHH including the issue in the complaint. These reports will be closely monitored by DHH for trends and matters that may require corrective action by the Health Plan.

## Visit the Making Medicaid Better Website

DHH often posts news, informational bulletins and frequently asked questions to address systemic or trending provider issues. Providers can [subscribe](#) to updates from Bayou Health to be notified of any newsletter or informational bulletin postings, and providers are encouraged to visit the [provider portal](#) at [www.MakingMedicaidBetter.com](http://www.MakingMedicaidBetter.com) for the latest provider news and information.

## Contact DHH



If a provider is unable to reach satisfactory resolution or get a timely response through the Health Plan escalation process, **direct contact with DHH should be the final step.** There are several ways for providers to contact DHH.

- **E-mail** DHH staff at [bayouhealth@la.gov](mailto:bayouhealth@la.gov). Be sure to include details on attempts to resolve the issue at the Health Plan level as well as contact information (contact name, provider name, e-mail and phone number) so that Bayou Health staff can follow up with any questions.
- **Submit a complaint using the [online complaint form](#).** With a quick, three-step process, you can notify DHH staff of your issue and even attach up to three documents for review.

**Call Bayou Health.** Providers with concerns can contact Bayou Health staff directly at (225) 342-6908 or. Be prepared to share details on all attempts to resolve the issue at the Health Plan level.

## Shared Savings Plans

Effective February 1, 2015, Community Health Solutions (CHS) and United Healthcare Shared Savings will no longer be active Bayou Health Plans. Please use contact information below for these plans:

|   |                                    |   |
|---|---|---|
| <b>Provider Hotline</b>   | 1-855-247-5248  | 1-866-675-1607  |
| <b>Tier 1 Escalation: Provider Services Contact Information.</b><br>- Contact Info<br>- Questions, File a Complaint, & Resolve Problems | 1-855-247-5248  | 1-866-675-1607  |
|   | <a href="mailto:chs-la@chsamerica.com">chs-la@chsamerica.com</a>  | <a href="mailto:Louisiana_Medicaid_PR@UHC.com">Louisiana_Medicaid_PR@UHC.com</a>  |
|   | <b>Mailing &amp; Physical:</b><br>CHS-LA<br>5145 Bluebonnet Blvd, Ste. B<br>Baton Rouge, LA 70809                     | <b>Mailing:</b> United Healthcare<br>PO Box 31341<br>Salt Lake City, UT 84131<br><b>Physical:</b> United Healthcare<br>3838 N. Causeway Blvd, Ste<br>2600<br>Metairie, LA 70002 |
| <b>Tier 2 Escalation: Management Level Contacts</b>   | Abner Borrás<br><a href="mailto:aborras@chsamerica.com">aborras@chsamerica.com</a>                                    | Monica Thurmond<br>Manager, Provider Relations<br><a href="mailto:Louisiana_Medicaid_PR@UHC.com">Louisiana_Medicaid_PR@UHC.com</a>  |
| <b>Tier 3 Escalation: Executive Level Contacts</b>  | Stewart T. Gordon<br>Interim Executive Director<br><a href="mailto:sgordon@chsamerica.com">sgordon@chsamerica.com</a> | Karl Lirette, COO<br><a href="mailto:karl.lirette@uhc.com">karl.lirette@uhc.com</a>   |

|   | <br>AETNA BETTER HEALTH® OF LOUISIANA  | <br>in healthcare                                     | <br>Louisiana  | <br>LOUISIANA HEALTHCARE CONNECTIONS   | <br>Community Plan  | <br>MOLINA Medicaid Solutions   |
|---|---|---|---|---|--|--|
| <b>Provider Hotline</b>   | 1-855-242-0802  | 1-800-454-3730  | 1-888- 922-0007   | 1-866-595-8133  | 1-866-675-1607   | 1-800-473-2783<br>225-924-5040   |
| <b>Tier 1 Escalation: Provider Services Contact Information. - Contact Info - Questions, File a Complaint, &amp; Resolve Problems</b> | 1-855-242-0802  | 1-800-454-3730 or<br>504-834-1271   | 1-888- 922-0007   | 1-866-595-8133  | 1-866-675-1607   | 1-800-473-2783<br>225-924-5040   |
|   | <a href="mailto:LouisianaProviderRelationsDepartment@aetna.com">LouisianaProviderRelationsDepartment@aetna.com</a>  | <a href="mailto:laprovidercomp@amerigroup.com">laprovidercomp@amerigroup.com</a>  | <a href="mailto:hsmith@amerihealthcaritasla.com">hsmith@amerihealthcaritasla.com</a>  | <a href="mailto:qualityprovidercomplaints@centene.com">qualityprovidercomplaints@centene.com</a>                          | <a href="mailto:Louisiana_Medicaid_PR@uhc.com">Louisiana_Medicaid_PR@uhc.com</a>   |  |
|   | <b>Mailing &amp; Physical:</b><br>2400 Veterans Memorial Blvd.<br>Suite 200<br>Kenner, LA 70062   | <b>Mailing &amp; Physical:</b><br>Amerigroup Louisiana<br>Lakeway II Building, Suite 600<br>3850 N. Causeway Blvd<br>Metairie, LA 70002 | <b>Mailing:</b> AmeriHealth Caritas Louisiana<br>PO Box 7322<br>London, KY 40742<br><b>Physical:</b> AmeriHealth Caritas Louisiana<br>10000 Perkins Rowe<br>Block G, 4 <sup>th</sup> Floor<br>Baton Rouge, LA 70810 | <b>Mailing &amp; Physical:</b><br>Louisiana Healthcare Connections<br>8585 Archives Ave, Ste 310<br>Baton Rouge, LA 70809 | <b>Mailing:</b> United Healthcare<br>PO Box 31341<br>Salt Lake City, UT 84131<br><b>Physical:</b> United Healthcare<br>3838 N. Causeway Blvd, Ste 3225<br>Metairie, LA 70002 | <b>Mailing:</b><br>Molina Medicaid Solutions<br>PO Box 91024<br>Baton Rouge, LA 70821<br><b>Physical:</b><br>Molina Medicaid Solutions<br>8591 United Plaza Blvd, Suite 300<br>Baton Rouge, LA 70809 |
| <b>Tier 2 Escalation: Management Level Contacts</b>   | Patrice Stevens<br>Aetna Medicaid Administrators,<br>Director of Appeal and Grievance<br><a href="mailto:LAAppealsandGrievances@aetna.com">LAAppealsandGrievances@aetna.com</a> | Kevin Campbell<br><a href="mailto:laprovidercomp@amerigroup.com">laprovidercomp@amerigroup.com</a>                                      | Kyle Viator<br>Director of Plan Operations & Administration<br><a href="mailto:kviator@amerihealthcaritasla.com">kviator@amerihealthcaritasla.com</a>   | Daniel Rich<br>Operations Manager<br><a href="mailto:darich@centene.com">darich@centene.com</a>                           | Monica Thurmond<br>Manager, Provider Relations<br><a href="mailto:Louisiana_Medicaid_PR@uhc.com">Louisiana_Medicaid_PR@uhc.com</a>   | Becky Burns<br>Provider Services Supervisor<br><a href="mailto:Rebecca.Burns@molinahealthcare.com">Rebecca.Burns@molinahealthcare.com</a>  |
| <b>Tier 3 Escalation: Executive Level Contacts</b>  | Salli Duncan<br>CEO<br><a href="mailto:DuncanS1@aetna.com">DuncanS1@aetna.com</a>   | Sonya Nelson, President<br><a href="mailto:sonya.nelson@amerigroup.com">sonya.nelson@amerigroup.com</a>                                 | Rebecca Engelman<br>Executive Director<br><a href="mailto:rengelman@amerihealthcaritasla.com">rengelman@amerihealthcaritasla.com</a>  | Lori Linxwiler<br>Sr. Director, Quality Improvement<br><a href="mailto:LLinxwiler@centene.com">LLinxwiler@centene.com</a> | Karl Lirette, COO<br><a href="mailto:karl.lirette@uhc.com">karl.lirette@uhc.com</a>  | Mary Lieux<br>Provider Services Manager<br><a href="mailto:Mary.Lieux@molinahealthcare.com">Mary.Lieux@molinahealthcare.com</a>  |