



Louisiana Department of Health and Hospitals BAYOU HEALTH Informational Bulletin 12-27 June 29, 2012

Issue: Bayou Health Provider Issue Escalation and Resolution

The Bayou Health Plan Contract requirements relative to Provider Services are located in Section 10 of the Prepaid Health Plan Contracts and Section 9 of the Shared Savings Plan Contracts. Each Bayou Health Plan is required to *“operate a toll-free telephone line to respond to provider questions, comments and inquiries. The provider access component of the toll-free telephone line must be staffed between the hours of 7am -7pm Central Time Monday through Friday to respond to provider questions in all areas, including provider complaints and regarding provider responsibilities.”*

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 process as necessary.”*

Each Bayou Health Plan has provided a synopsis of their established processes for addressing and escalating provider questions, comments, inquiries, and complaints. **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.

					
Phone/ Questions/ Comments/ Inquiries	1-800-454-3730	1-855-CHS-LA4U (1-855-247-5248)	(888) 922-0007	1-866-595-8133	866-675-1607
Contact Info - Questions, File a Complaint, & Resolve Problems	1-800-454-3730 or 504-834-1271	1-855-CHS-LA4U (1-855-247-5248)	Haley Smith (225) 300-9216	1-866-595-8133	866-675-1607
	laprovidercomp@amerigroup.com	support@chsamerica.com	Haley. Smith@ lacarelouisiana.com	pbouzari@centene.com	deborah_tillman@uhc.com
	Mailing & Physical: Amerigroup Louisiana Lakeway II Building, Suite 600 3850 N. Causeway Blvd Metairie, LA 70002	Mailing & Physical: CHS-LA 5145 Bluebonnet Blvd, Ste. B Baton Rouge, LA 70809	Mailing: LaCare PO Box 83580 Baton Rouge, LA 70884 Physical: LaCare 10000 Perkins Rowe Block G, 4 th Floor Baton Rouge, LA 70810	Mailing & Physical: Louisiana Healthcare Connections 8585 Archives Ave, Ste 310 Baton Rouge, LA 70809	Mailing: United Healthcare PO Box 31364 Salt Lake City, UT 84131 Physical: United Healthcare 3838 N. Causeway Blvd, Ste 3225 Metairie, LA 70002
Second Level	Gina Waild or Nick Daigle laprovidercomp@amerigroup.com	Suzanne Toon, Provider Services Supervisor stoon@premieradministrativeso lutions.com Diane Braccili, Provider Services Director dbraccili@premieradministrativ esolutions.com	Haley Smith	Peggy Bouzari, Manager, Contracting and Provider Relations	Deborah Tillman, Director of Network Strategy
Executive Level	Sonya Nelson, COO sonya.nelson@ amerigroup.com	Julia Kenny, Executive Director jkenny@chsamerica.com	Melissa Bezet melissa.bezet@ lacarelouisiana.com	Randall Guillory, VP of Network Development and Contracting rguillory@centene.com Kevin Campbell, VP of Operations kecampbell@centene.com	Suzanne Pierce, Chief Operating Officer Suzanne.pierce@uhc.com