



Louisiana Department of Health
Informational Bulletin 12-27
September 1, 2017

Provider Issue Escalation and Resolution

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

Contact the Health Plan

Providers should **first seek resolution with the 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 its contract with LDH, 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., Monday through Friday.

In addition, the contract requires 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."*

LDH 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 LDH), providers should use **secure e-mail**.

The health plans are required to submit a monthly report of all provider complaints to LDH including the issue in the complaint.

These reports are closely monitored by LDH for trends and matters that may require corrective action by the health plan.

Visit the LDH Provider & Plan Resources Website

LDH often posts news, informational bulletins and frequently asked questions to address systemic or trending provider issues. Providers can [subscribe](#) to updates from Healthy Louisiana to be notified of any newsletter or informational bulletin postings, and providers are encouraged to visit the [provider portal](#) on the [Provider & Plan Resources website](#) for the latest provider news and information.

Contact LDH

If a provider is unable to reach satisfactory resolution or get a timely response through the health plan escalation process, **direct contact with LDH should be the final step.**

- **E-mail** LDH staff at ProviderRelations@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 LDH staff can follow up with any questions.

	 AETNA BETTER HEALTH® OF LOUISIANA	 Healthy Blue	 AmeriHealth Caritas Louisiana	 Louisiana healthcare connections™	 UnitedHealthcare® Community Plan	 MOLINA® Medicaid Solutions
Provider Hotline	1-855-242-0802	<u>1-844-521-6942</u>	1-888- 922-0007	1-866-595-8133	1-866-675-1607	1-800-473-2783 225-924-5040
Tier 1 Escalation: Provider Services Contact Information Questions, File a Complaint & Resolve Problems	1-855-242-0802	<u>1-844-521-6942</u> or 504-836-8888	1-888- 922-0007	1-866-595-8133	1-866-675-1607	1-800-473-2783 225-924-5040
	LouisianaProviderRelationsDepartment@aetna.com	lainterpr@healthybluel.com	network@amerihealthcaritasla.com	qualityprovidercomplaints@centene.com	Louisiana_Medicaid_PR@UHC.com	
	Mailing & Physical: 2400 Veterans Memorial Blvd. Suite 200 Kenner, LA 70062	Mailing & Physical: <u>Healthy Blue</u> Lakeway II Building, Suite 600 3850 N. Causeway Blvd Metairie, LA 70002	Mailing: AmeriHealth Caritas Louisiana PO Box 7323 London, KY 40742 Physical: AmeriHealth Caritas Louisiana 10000 Perkins Rowe Block G, 4 th Floor Baton Rouge, LA 70810	Mailing & Physical: Louisiana Healthcare Connections 8585 Archives Ave, Suite 310 Baton Rouge, LA 70809	Mailing: United Healthcare PO Box 31341 Salt Lake City, UT 84131 Physical: United Healthcare 3838 N. Causeway Blvd, Suite 2600 Metairie, LA 70002	Mailing: Molina Medicaid Solutions PO Box 91024 Baton Rouge, LA 70821 Physical: Molina Medicaid Solutions 8591 United Plaza Blvd, Suite 300 Baton Rouge, LA 70809
Tier 2 Escalation: Management Level Contacts	Arlene Goldsmith Aetna Better Health of LA Manager of Appeal and Grievance LAAppealsandGrievances@aetna.com	Randy Guillory Director, Provider Solutions lainterpr@healthybluel.com	Sherry Wilkerson Director of Plan Operations & Administration smwilkerson@amerihealthcaritasla.com	Todd Waguespack Manager, Provider Network, Provider Relations-Affairs twaguespack@louisianahealthconnect.com	Monica Thurmond Manager, Provider Relations Louisiana_Medicaid_PR@UHC.com	Suzette Franklin Provider Services Supervisor Suzette.Franklin@MolinaHealthCare.com
Tier 3 Escalation: Executive Level Contacts	Richard Born CEO BornR@aetna.com	Virginia Plaisance COO Virginia.Plaisance@healthybluel.com	Kyle Viator Market President kviator@amerihealthcaritasla.com	Lacey Allen Senior Director, Provider Network, Provider Relations-Affairs lacallen@louisianahealthconnect.com	Karl Lirette COO karl.lirette@uhc.com	Dexa Morgan Provider Services Manager Dexa.Morgan@MolinaHealthcare.com