



Louisiana Department of Health
Informational Bulletin 15-14
Revised September 1, 2017

Timely Notification Requirements for Specialized Behavioral Health Inpatient Admission

Aetna

- Will accept authorization requests the following business day to include holidays.
- Non-business days in addition to weekend: Louisiana state holidays.
- Aetna is available 24 hours a day, 7 days a week to authorize services.

Healthy Blue

- One business day from admission.
- Licensed clinical staff available 24 hours a day, 7 days a week (including weekends and holidays) to take calls for acute care.
- Non-business days in addition to weekend: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day and Christmas Day.

AmeriHealth Caritas

- Next business day following admission.
- ACLA Behavioral Health Utilization Management is available for precerts 24 hours a day, 365 days a year.
- Non-business days in addition to weekend: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day, Christmas Eve (1/2 day), Christmas Day, New Year's Eve (1/2 day).

Louisiana Healthcare Connections (Cenpatico)

- 24 hours from time of admission.
- LHC provides a notification number 24/7; Utilization Management will follow up with the facility on the next business day for additional clinical information.
- Non-Business days in addition to weekend: Providers can contact notification number 24/7; UM will follow up with facility on next business day for additional clinical information.

United Healthcare Community Plan (Optum)

- Licensed clinical staff available 24 hours a day, 7 days a week (including weekends and holidays) to take calls for acute care or facility based admissions.
- Notifications of admissions are required within 24 hours.