



Louisiana Department of Health
Informational Bulletin 19-3
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Medicaid Provider Issue Resolution

This bulletin outlines the available options to providers for pursuing resolution of issues with Medicaid managed care organizations (MCO) and the state’s fee-for-service claims processor, Gainwell Technologies. Unless explicitly notated, providers should first seek resolution with the MCO or Gainwell directly, prior to engaging LDH or other third parties.

For issues related to claims or services rendered under fee-for-service Medicaid, contact:

Gainwell Technologies
1-800-473-2783
P.O. Box 91024, Baton Rouge, LA 70821

For issues related to MCO claims, contact:

Aetna
1-855-242-0802
LAProvider@aetna.com

AmeriHealth Caritas Louisiana
1-888-922-0007
network@amerihealthcaritasla.com

Healthy Blue
1-844-521-6942
lainterpr@healthybluela.com

Humana Healthy Horizons in Louisiana
1-800-448-3810
lamedicaidproviderrelations@humana.com

Louisiana Healthcare Connections
1-866-595-8133
[BRO PR Operations@louisianahealthconnect.com](mailto:BRO_PR_Operations@louisianahealthconnect.com)

United Healthcare Community Plan
1-866-675-1607
laproviders@uhc.com

For issues related to managed care pharmacy claims, contact the MCO’s pharmacy benefits manager:

Healthcare Provider	Pharmacy Benefits Manager	Pharmacy Help Desk Phone Number
Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, UnitedHealthcare	Prime Therapeutics	(800) 424 1664
<u>Aetna Better Health of Louisiana</u>	<u>CVS Caremark</u>	<u>1-855-364-2977</u>
<u>AmeriHealth Caritas Louisiana</u>	<u>PerformRx</u>	<u>1-800-684-5502</u>
<u>Healthy Blue</u>	<u>Carelon Rx</u>	<u>1-833-485-6236</u>
<u>Humana Healthy Horizons in Louisiana</u>	<u>Humana Pharmacy Solutions Inc.</u>	<u>1-833-252-1677</u>
<u>Louisiana Healthcare Connections</u>	<u>Express Scripts Inc.</u>	<u>1-833-750-4451</u>

<u>UnitedHealthcare Community Plan</u>	<u>Optum Rx</u>	<u>1-866-328-3108</u>
<u>Fee for Service</u>	<u>Gainwell Technologies</u>	<u>(800) 648-0790</u>

For fee-for-service pharmacy claims, call Gainwell Technologies at 1-800-648-0790.

Provider Issues	Louisiana Medicaid Contact
Third Party Liability	TPL.inquiries@la.gov
MES Inquiries	MESInquiries@la.gov
Member Linkage Issues	MemberLinkage@la.gov

Claim Reconsideration and Claim Appeal

The following chart outlines claim dispute procedures for filing formal claim reconsideration requests and claim appeals with each MCO.

Ctrl+Click logo to reach each MCO’s provider website						
CLAIM RECONSIDERATION						
Time Requirements	Request for claim reconsideration review must be received from the provider within 180 calendar days of the Remittance Advice paid date or original denial date. A determination will made by the MCO within 30 days of receipt.					
How to Submit	Request may be submitted verbally, in writing or through the web portal (if applicable). The MCO shall provide a reference number for all requests for claim reconsideration. This reference number can be used for claim appeals if necessary.					
	By phone: 1-855-242-0802 By mail: Aetna Better Health of Louisiana Attn: Appeal and Grievance Department P.O. Box 81040 5801 Postal Road Cleveland, OH 44181 Email: LAAppealsandGrievances@AETNA.com	By phone: 1-888-922-0007 By mail: Attn: 1st Level Provider Dispute AmeriHealth Caritas Louisiana P.O. Box 7323 London, KY 40742 By web: https://identity.navinet.net/	By phone: 1-844-521-6942 By mail: Healthy Blue Provider Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466-1599 By web: www.availity.com	By phone: 1-800-448-3810 By mail: Humana Healthy Horizons in Louisiana Provider Disputes P.O. Box 14601 Lexington, KY 40512 Email: lamedicaidproviderrelations@humana.com By web: Availity.com	By phone: 1-866-595-8133 By mail: Louisiana Healthcare Connections Claim Reconsideration & Appeals P.O. Box 4040 Farmington, MO 63640-3800	By phone: 1-866-675-1607 By mail: Attn: Reconsideration UnitedHealthcare Community Plan P.O. Box 31365 Salt Lake City, UT 84131-0341 By web: www.uhcprovider.com/en/claims-payments-billing/claimslink-self-service-tool.html
Links for More Information	Provider Manual – Chapter 18 https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/louisiana/providers/pdf/provider_manual.pdf	http://www.amerihealthcaritasla.com/provider/resources/complaints-disputes-appeals/index.aspx	Provider Manual Section 7 https://providers.healthybluela.com/la/pages/manuals-directories-more.aspx	Humana Web Based Provider Training, Interactive Webinars	https://www.louisianahealthconnect.com/providers/resources/grievance-process.html	https://www.uhcprovider.com/en/claim-s-payments-billing.html
CLAIM APPEAL	Include any documentation from prior claim reconsideration requests when submitting a claim appeal.					
Time Requirements	Must be received within 90 calendar days of the date on the determination letter from the original request for claim reconsideration. A determination will be made by the MCO within 30 calendar days of receipt.	Must be received within 90 calendar days of the date on the determination letter from the original request for claim reconsideration. A determination will be made by the MCO within 30 calendar days of receipt.	Must be received within 90 calendar days of the date on the determination letter from the original request for claim reconsideration. A determination will be made by the MCO within 30 calendar days of receipt.	Must be received within 90 calendar days of the date on the determination letter from the original request for claim reconsideration. A determination will be made by the MCO within 30 calendar days of receipt.	Must be received within 90 calendar days of the date on the determination letter from the original request for claim reconsideration. A determination will be made by the MCO within 30 calendar days of receipt.	Must be received within 90 calendar days of the date on the determination letter from the original request for claim reconsideration. A determination will be made by the MCO within 30 calendar days of receipt.
How to Submit	Claim appeals must be submitted in writing.					
Address for Submission	Aetna Better Health of Louisiana Grievances and Appeals P.O. Box 81040 5801 Postal Rd. Cleveland, OH 44181	AmeriHealth Caritas Louisiana Attn: 2nd Level Provider Dispute P.O. Box 7323 London, KY 40742 By web: https://identity.navinet.net/	Healthy Blue Payment Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599 By web: www.availity.com	Humana Healthy Horizons in Louisiana Provider Appeals P.O. Box 14601 Lexington, KY 40512	Louisiana Healthcare Connections Claim Reconsideration & Appeals P.O. Box 4040 Farmington, MO 63640-3800	Attention: Second Level Appeal UnitedHealthcare Community Plan P.O. Box 31364 Salt Lake City, UT 84131-0341

ARBITRATION	Providers who have completed the MCO dispute process and remain dissatisfied with the MCO’s determination may submit a written request for arbitration. The request should include decisions from all claim reconsideration requests and claim appeals.					
	Note: Per House Bill No. 492 Act No. 349, an adverse determination involved in litigation or arbitration or not associated with a Medicaid enrollee shall not be eligible for independent review.					
	Within 30 calendar days from the date of the appeal determination, submit written request to Aetna Better Health of Louisiana Appeal and Grievance Department P.O. Box 81040 5801 Postal Road Cleveland, OH 44181	Within 30 calendar days from the date of the appeal determination, submit written request to AmeriHealth Caritas Louisiana 10000 Perkins Rowe, Block G, 4 th Floor Baton Rouge, LA 70810	Within 30 calendar days from the date of the appeal determination, submit written request to Healthy Blue Attn: Operations Request for Arbitration 3850 N. Causeway Blvd., Suite 1770 Metairie, LA 70002	Within 30 calendar days from the date of the appeal determination, submit written request to Humana Healthy Horizons in Louisiana Attn: Provider Relations 1 Galleria Blvd Suite 1000 Metairie, LA 70001-2081	Within 30 calendar days from the date of the appeal determination, submit written request to Attn: President Louisiana Healthcare Connections 7700 Forsyth Blvd. St. Louis, MO 63105	Within 30 calendar days from the date of the appeal determination, submit written request to American Arbitration Association Atlanta Regional Office 2200 Century Parkway, Suite 300 Atlanta, GA 30345 Note: Once the case is registered and all fees paid a notice will be sent to UHC.

Independent Review

In conjunction with the above claim dispute grid, independent review is another option for resolution of claim disputes.

Louisiana Medicaid Independent Review – IndependentReview@la.gov.

Ctrl+Click logo to reach each MCO’s provider website						
INDEPENDENT REVIEW	The Independent Review process may be initiated after claim denial. Note: Per House Bill No. 492 Act No. 349, an adverse determination involved in litigation or arbitration or not associated with a Medicaid enrollee shall not be eligible for independent review.					
	The Independent Review process was established by La-RS 46:460.81, et seq. to resolve claims disputes when a provider believes an MCO has partially or totally denied claims incorrectly. An MCO’s failure to send a provider a remittance advice or other written or electronic notice either partially or totally denying a claim within 60 days of the MCO’s receipt of the claim is considered a claims denial. Independent Review is a two-step process which may be initiated by submitting an Independent Review Reconsideration Request Form to the MCO within 180 calendar days of the Remittance Advice paid, denial, or recoupment date. Request forms are available on MCO websites or at the link below. If a provider remains dissatisfied with the outcome of an Independent Review Reconsideration Request, the provider may submit an Independent Review Request Form to LDH within 60 calendar days of the MCO’s decision. Request form available at the link below. Effective Jan. 1, 2018 there is a \$750 fee associated with an independent review request. If the independent reviewer decides in favor of the provider, the MCO is responsible for paying the fee. Conversely, if the independent reviewer finds in favor of the MCO, the provider is responsible for paying the fee. SIU post-payment reviews are not considered claims denials or underpayment disputes, therefore, SIU findings are exempt from the Independent Review Process. Except per Act 204 of the 2021 Regular Legislative Session, mental health rehabilitation (MHR) service providers have the right to an independent review of an adverse determination by a managed care organization that results in a recoupment of the payment of a claim based on a finding of waste or abuse. Additional detailed information and copies of above referenced forms are available at: ldh.la.gov/medicaid/useful-managed-care-information. For questions or concerns, contact LDH via email at IndependentReview@la.gov.					

Provider Issue Escalation and Resolution

LDH and MCOs recognize there will be instances when a provider may desire to escalate issue resolution to the attention of LDH or the MCOs’ executive teams. While the above grid is specific to claim issue resolution, the following options are available for resolution of all issue types (including claims).

Each MCO is required to 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. Providers should first seek resolution with the MCO, using the MCO contacts outlined below. If a provider is unable to reach satisfactory resolution or get a timely response through the MCO escalation process, direct contact with LDH is also an option.

The following chart outlines provider complaint and escalation contacts for each MCO and LDH.

Ctrl+Click logo to reach each MCO’s provider website						
MCO ESCALATION						
Formal Complaint	By phone: 1-855-242-0802 By email: LAAppealsandGrievances@aetna.com By mail: Aetna Better Health of Louisiana P.O. Box 81040 5801 Postal Road Cleveland, OH 44181	By phone: 1-888- 922-0007 By email: network@amerihealthcaritasla.com By mail: AmeriHealth Caritas Louisiana P.O. Box 7323 London, KY 40742	By phone: 1-844-521-6942 By email: laprovidercomp@healthybluela.com By mail: Healthy Blue 3850 N. Causeway Blvd., Suite 1770 Metairie, LA 70002	By phone: 1-800-448-3810 By email: lamedicaidproviderrelations@humana.com By mail: Humana Healthy Horizons in Louisiana Attn: Provider Relations 1 Galleria Blvd Suite 1000 Metairie, LA 70001-2081	By phone: 1-866-595-8133 By email: providercomplaints@louisianahealthconnections.com By mail: Louisiana Healthcare Connections 8585 Archives Ave., Suite 310 P.O. Box 84180 Baton Rouge, LA 70809 70884	By phone: 1-866-675-1607 By email: laproviders@uhc.com By mail: United Healthcare P.O. Box 31364 Salt Lake City, UT 84131-0341 By web chat: https://www.uhcprovider.com/en/contact-us.html
Management Level Contacts	Courtney Lewis Lead Director, Provider Relations LewisC8@aetna.com	Kyle Godfrey COO tgodfrey@amerihealthcaritasla.com Kethra Barnes COO krbarnes@amerihealthcaritasla.com	Rosetta Duplessis Process Expert Sr. Operations rosetta.duplessis@healthybluela.com	Alicia Coleman Associate Director, Provider Contracting acoleman9@humana.com	Jennifer Pinkins Director, Claim and Contract Support Services Jennifer.P.Pinkins@louisianahealthconnections.com	Rhonda Pena Provider Relations Manager Rhonda_pena@uhc.com
Executive Level Contacts	Sonya Nelson CEO NelsonS4@aetna.com	Kyle Viator CEO kviator@amerihealthcaritasla.com	Heather Leschinsky COO heather.leschinsky@healthybluela.com	Rhonda Bruffy COO rbruffy@humana.com	Joseph Tidwell VP of Network and Contracting jotidwell@centene.com	Paula Morris COO Paula_morris@uhc.com
LDH ESCALATION	If a provider is unable to reach satisfactory resolution or receive a timely response through the MCO escalation process, contact LDH using the information below.					
How to Submit	E-mail LDH staff at ProviderRelations@la.gov . Always 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.					

All MCOs

If the MCO or LDH or its subcontractors discover errors made by the MCO when a claim was adjudicated, the MCO shall make corrections and reprocess the claim within 15 calendar days of discovery, or if circumstances exist that prevent the MCO from meeting this time frame, a specified date shall be approved by LDH. The MCO shall automatically recycle all impacted claims for all providers and shall not require the provider to resubmit the impacted claims.