



## Louisiana Department of Health Informational Bulletin 12-27

**Revised December 1, 2016**

### 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 their 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. (See Section 10 of the 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."*

**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 will be closely monitored by LDH for trends and matters that may require corrective action by the Health Plan.

## Visit the Making Medicaid Better 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](#) at [www.MakingMedicaidBetter.com](http://www.MakingMedicaidBetter.com) 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**. There are several ways for providers to contact LDH.

- **E-mail** LDH staff at [healthy@la.gov](mailto:healthy@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.
- **Call LDH**. Providers with concerns can contact LDH staff directly at (225) 219-3598. Be prepared to share details on all attempts to resolve the issue at the Health Plan level.

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|  | <br>AETNA BETTER HEALTH® OF LOUISIANA   | <br>Amerigroup<br>RealSolutions<br>in healthcare      | <br>AmeriHealth Caritas<br>Louisiana   | <br>Louisiana<br>healthcare<br>connections™   | <br>UnitedHealthcare®<br>Community Plan  | <br>MOLINA®<br>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</b><br><br><b>Questions, File a Complaint &amp; Resolve Problems</b> | 1-855-242-0802   | 1-800-454-3730 or<br>504-836-8888   | 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:lainterpr@amerigroup.com">lainterpr@amerigroup.com</a>  | <a href="mailto:network@amerihealthcaritasla.com">network@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><br>AmeriHealth Caritas Louisiana<br>PO Box 7323<br>London, KY 40742<br><br><b>Physical:</b><br>AmeriHealth Caritas Louisiana<br>10000 Perkins Rowe Block G, 4 <sup>th</sup><br>Floor<br>Baton Rouge, LA 70810 | <b>Mailing &amp; Physical:</b><br>Louisiana Healthcare<br>Connections<br>8585 Archives Ave, Suite 310<br>Baton Rouge, LA 70809   | <b>Mailing:</b><br>United Healthcare<br>PO Box 31341<br>Salt Lake City, UT 84131<br><br><b>Physical:</b><br>United Healthcare<br>3838 N. Causeway Blvd, Suite<br>2600<br>Metairie, LA 70002 | <b>Mailing:</b><br>Molina Medicaid Solutions<br>PO Box 91024<br>Baton Rouge, LA 70821<br><br><b>Physical:</b><br>Molina Medicaid Solutions<br>8591 United Plaza Blvd, Suite<br>300<br>Baton Rouge, LA 70809 |
| <b>Tier 2 Escalation: Management Level Contacts</b>  | Daniel Landry<br>Aetna Better Health of LA<br>Manager of Appeal and<br>Grievance<br><a href="mailto:LAAppealsandGrievances@aetna.com">LAAppealsandGrievances@aetna.com</a> | Randy Guillory<br>Director, Provider Solutions<br><a href="mailto:lainterpr@amerigroup.com">lainterpr@amerigroup.com</a>                | Sherry Wilkerson<br>Director of Plan Operations &<br>Administration<br><a href="mailto:smwilkerson@amerihealthcaritasla.com">smwilkerson@amerihealthcaritasla.com</a>   | Todd Waguespack<br>Manager, Provider Network,<br>Provider Relations-Affairs<br><a href="mailto:twaguespack@louisianahealthconnect.com">twaguespack@louisianahealthconnect.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>   | Richard Born<br>CEO<br><a href="mailto:BornR@aetna.com">BornR@aetna.com</a>  | Virginia Plaisance<br>COO<br><a href="mailto:Virginia.Plaisance@amerigroup.com">Virginia.Plaisance@amerigroup.com</a>                   | Kyle Viator<br>Market President<br><a href="mailto:kviator@amerihealthcaritasla.com">kviator@amerihealthcaritasla.com</a>   | Lacey Allen<br>Senior Director, Provider<br>Network, Provider<br>Relations-Affairs<br><a href="mailto:lacallen@louisianahealthconnect.com">lacallen@louisianahealthconnect.com</a> | Karl Lirette<br>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>   |