

Medicaid Managed Care Services -

Applied Behavioral Analysis, EPSDT Personal Care Services, Extended Home Health, Medical Equipment and Supplies, Specialized Behavioral Health Services, Therapy Services and Transportation

Managed Care Organizations (MCOs) must provide services in the same scope, range and duration as Medicaid Fee-For-Service; however, MCOs have the flexibility of offering services beyond those provided by traditional Medicaid. Such details as the prior authorization process and length of the prior authorization vary from MCO to MCO. For this reason, Healthy Louisiana Plan members should contact their Plan's member services department with questions about how to access care. When you call, ask to speak with a case manager or care coordinator who can help you.

Managed Care Organization (MCO)	Member Services	Website Link	Transportation
Aetna Better Health of Louisiana	1-855-242-0802 TTY: 711	www.aetnabetterhealth.com/louisiana	MediTrans 877-917-4150 TTY: 866-288-3133
AmeriHealth Caritas Louisiana	1-888-756-0004 TTY: 1-866-428-7588	www.amerihealthcaritasla.com	Verida 888-913-0364 TTY: 866-428-7588
Healthy Blue	1-844-521-6941 TTY: 711	www.myhealthybluela.com	MediTrans 866-430-1101 TTY: 800-846-5277
Humana Healthy Horizons	1-800-448-3810 TTY: 711	www.humana.com/medicaid/louisiana	MediTrans 844-613-1638 TTY: 800-618-4781
Louisiana Healthcare Connections	1-866-595-8133 TTY: 711	www.louisianahealthconnect.com	MTM 855-369-3723 TTY: 711
United Healthcare Community Plan	1-866-675-1607 TTY: 711	www.uhccommunityplan.com	ModivCare 866-726-1472 TTY: 844-488-9724

What if a provider is not available, or if the provider can't find staff?

- If you are unable to locate an Extended Home Health provider or a Personal Care Services (PCS) provider, or if you have an authorization for services but are not receiving them, please call your MCO's Member Services line toll-free at the number listed above.
- If you cannot find a provider of any services you need in your area willing to submit a request, contact your support coordinator. If you do not have a support coordinator, contact your MCO's Member Services line toll-free at the number listed above and tell them you cannot find a provider.

The MCO will take all reasonable steps to find a willing and able provider within ten days.

Customer Service Information for Medicaid Managed Care Inquiries:

Healthy Louisiana Help Line • 1-855-229-6848

E-mail • healthy@la.gov

Medicaid Website • www.myplan.healthy.la.gov

You can contact the Healthy Louisiana Help Line with Healthy Louisiana enrollment questions, general information, appeals, assistance with navigating Healthy Louisiana's six health plans, etc.