

EPSDT Targeted Population Medicaid Managed Care Complaints

If you have a complaint against your Managed Care Organization please contact the Healthy Louisiana Line at 1-855-229-6848 (TTY: 1-855-526-3346) or you can e-mail your complaint to healthy@la.gov. This will alert someone outside of the Managed Care Organization (MCO) about complaints about the MCO.

Specific details regarding each MCO's internal grievance process can be located in the MCO's member handbook. Member handbooks can be accessed at: <http://LDH.louisiana.gov/index.cfm/page/1212>.

If you have questions or complaints about your Health Plan or Primary Care Provider (PCP), contact your Health Plan's customer service department.

Health Plan's customer service department:

- **Aetna Better Health** 1-855-242-0802 TTY: 711
Available 24 hours a day, 7 days a week
- **Healthy Blue** 1-844-521-6941 TTY: 711
Available Monday – Friday, 7:00 a.m. - 7:00 p.m.
- **AmeriHealth Caritas** 1-888-756-0004 TTY: 1-866-428-7588
Available 24 hours a day, 7 days a week.
- **Louisiana Healthcare Connections** 1-866-595-8133 TTY: 711
Available Monday – Friday, 7:00 a.m. – 7:00 p.m.
- **UnitedHealthcare Community Plan** 1-866-675-1607 TTY: 711
Available Monday – Friday, 7:00 a.m. – 7:00 p.m.

If you have questions or complaints about your dental plan or Primary Dental Provider (PDP), contact your dental plan's customer service department.

Dental plans customer service department:

- **DentaQuest** 1-800-685-0143 TTY: 1-800-466-7566
Live agents are available from 7:00 a.m. - 7: p.m. with the IVR active 24 hours a day (no matter if it is a holiday).
- **MCNA Dental** 1-855-702-6262 TTY : 1-800-846-5277
Available Monday - Friday, 7:00 a.m. – 7:00 p.m.