

Contact Information and Resources for EPSDT Support Coordination Agencies

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Louisiana Medicaid

[Provider Manuals](#)

[LA Medicaid PA Forms](#)

[EPSDT-PCS Form 90](#)

Medicaid Fee-For-Service

Customer Service Information for Legacy Medicaid Inquires

Specialty Care Help Desk • 1-877-455-9955

Medicaid Eligibility Hotline • 1-888-342-6207

Medicaid Services Chart • www.ldh.la.gov/medicaidservices

E-mail • MyMedicaid@la.gov

Medicaid Website • www.medicaid.la.gov

[Gainwell Provider Relations](#)

(800) 473-2783 or (225) 924-5040

[Find a Medicaid Fee-For-Service Provider](#)

Select from Provider Groups picklist and Provider Specialties picklist. Search by Parish or Region and click on the Parish or Region on the Map. You can then Print the results.

Healthy Louisiana

Healthy Louisiana • 1-855-229-6848 • www.healthy.la.gov

MCO Member Services

Health Plan	Member Services Phone Number	TTY Phone Number	Availability	Website
Aetna Better Health of Louisiana	1-855-242-0802	711	24 hours a day, 7 days a week	AetnaBetterHealth.com/louisiana
AmeriHealth Caritas Louisiana	1-855-756-0004	1-866-428-7588	24 hours a day, 7 days a week	AmeriHealthCaritasLA.com
Healthy Blue	1-844-521-6941	711	Monday – Friday, 7 a.m. – 7 p.m.	MyHealthyBlueLA.com
Humana Healthy Horizons	1-800-448-3810	711	Monday – Friday, 7 a.m. – 7 p.m.	Humana.com/HealthyLouisiana
Louisiana Healthcare Connections	1-866-595-8133	711	Monday – Friday, 7 a.m. – 7 p.m.	LouisianaHealthConnect.com
United Healthcare Community Plan	1-866-675-1607	711	Monday – Friday, 7 a.m. – 7 p.m.	UHCCommunityPlan.com

Dental Plans

Health Plan	Member Services Phone Number	TTY Phone Number	Availability	Website
DentaQuest	1-800-685-0143	1-800-466-7566	7:00 a.m. - 7: p.m. with the IVR active 24 hours a day (no matter if it is a holiday)	DentaQuest.com
MCNAdental	1-855-702-6262	1-800-846-5277	Monday – Friday, 7 a.m. – 7 p.m.	mcnala.net

Non-Emergency Medical Transportation

Health Plan	Broker	Phone Number	TTY Phone Number
Aetna Better Health of Louisiana	MediTrans	877-917-4150	866-288-3133
AmeriHealth Caritas Louisiana	Verida	888-913-0364	866-428-7588
Healthy Blue	MediTrans	866-430-1101	800-846-5277
Humana Healthy Horizons	MediTrans	844-613-1638	800-618-4781
Louisiana Healthcare Connections	Veyo/MTM	855-369-3723	855-369-3723 (TTY:711)
United Healthcare Community Plan	ModivCare	866-726-1472	844-488-9724

Find a Provider Websites

- [Healthy Louisiana](#)
- [Aetna Better Health of Louisiana](#)
- [AmeriHealth Caritas Louisiana](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons](#)
- [Louisiana Healthcare Connections](#)
- [United Healthcare Community Plan](#)

Find a Specialist (IB 21-9)

- Aetna Better Health of Louisiana - findaABHspecialist@aetna.com
- AmeriHealth Caritas Louisiana - SpecialistsInquiries@amerihealthcaritas.com
- Healthy Blue - la1casemgmt@healthybluela.com
- Humana - LAMCDSDOH@humana.com
- Louisiana Healthcare Connections - FindASpecialist@LouisianaHealthConnect.com
- United Healthcare Community Plan - la_spec_rep_asst@uhc.com

MCO PA Look Up Tools

The MCOs have PA look-up tools that can be used to determine if a particular service requires a Prior Authorization or not:

- [Aetna Better Health of Louisiana](#)
- [AmeriHealth Caritas Louisiana](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons in Louisiana](#)
- [Louisiana Healthcare Connections](#)
- [UnitedHealthcare Community Plan](#)

- [ABA Secondary Prior Authorization Requirements](#)

MCO Member Handbooks

- Aetna Better Health of Louisiana
 - [Integrated Health](#)
 - [Mental Health and Substance Use](#)
- [AmeriHealth Caritas Louisiana](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons in Louisiana](#)
- [Louisiana Healthcare Connections](#)
- [UnitedHealthcare Community Plan](#)

[Healthy Louisiana](#)**[Informational Bulletins](#)****[MCO Manual](#)****[MCO Chisholm Compliance Guide](#)****[MCO Comparison Chart](#)****[MCO Provider Relations Contact](#)**

Aetna Better Health of Louisiana	1-855-242-0802
AmeriHealth Caritas Louisiana	1-888-922-0007
Healthy Blue	1-844-521-6942
Humana Healthy Horizons in Louisiana	1-800-448-3810
Louisiana Healthcare Connections	1-866-595-8133
United Healthcare Community Plan	1-866-675-1607

[Health Plan Contacts for Provider Contracting](#)**[Health Plan Provider Handbooks](#)****[Contact LDH Directly Regarding Provider Relations](#)**

Louisiana Department of Health

[OCDD + LGE Contacts](#)

[Act 421 Children's Medicaid Option \(Act 421-CMO/TEFRA\)](#)

[EPSDT Age Out](#)

Louisiana Department of Education

[Early Childhood Transition Process](#)

[Approved Home Study Programs](#)

[Nonpublic Schools](#)

[Special Ed Ombudsman](#)

Louisiana Office of Public Health

Children's Special Health Services (CSHS) is the principal public agency ensuring that children and youth with special health care needs in Louisiana have access to health care services.

Children's Special Healthcare Services - Clinical Services (CSHS-Clinical Services) is a program for children in Louisiana with special health care needs. CSHS-Clinical Services offers the following services:

Medical Care & Assistance:

- Medical specialty care
- Referrals for medical testing, procedures, equipment, and supplies
- Medications and special diets
- Behavioral health and nutrition services

Support Services

- Referrals to home health services and therapies (occupational/physical/speech)
- Referrals to early childhood development agencies
- [Care coordination](#)
- [Help with shifting to adult life and care \(transition\)](#)

Family Support

- Referrals to [parent and family support services](#)
- Help finding community resources

School-Based Health Centers (SBHC) – offer medical and behavioral health services to students at no out-of-pocket cost to parents. The network of Office of Public Health SBHCs are located in 25 Louisiana parishes. Services at SBHC's include:



The Family Resource Center

Navigating resources can be overwhelming for both families and providers. The Family Resource Center (FRC) is here to help!

Our experienced staff are available to help identify and connect families to resources and services in their community and across the state based on their child's specific needs. In addition to health information, they can connect families to resources related to insurance, finances, education, food security, and more.

Some of the most common resources the FRC shares with families include...

- Services such as early intervention, childcare assistance, insurance, and disability support
- Healthcare and therapy options
- Parent-driven support organizations
- School-related information and accommodations
- Resources to help youth transition to adulthood, including those related to employment, independent living, education, insurance, and legal affairs

FRC staff can provide information directly to families or talk to providers to help figure out what resources would be the most beneficial for their patients.

Non-English-speaking families can text their name, preferred language, and date/time that they are available between 8 am-4:30 pm to (504) 214-1785. Someone will respond in their preferred language.

Email: BFH-FamilyResourceCenter@la.gov

Phone: (504) 896-1340 (Monday - Friday, 8 am - 4 pm)

Disability Rights Louisiana

Disability Rights Louisiana (DRLA) helps persons with disabilities with barriers to employment, receiving a free and appropriate public education, including needed services, community integration, assistive technology, accessibility to facilities and housing, and other public services.

Families Helping Families

Families Helping Families is a statewide network of [ten family-directed and family-staffed regional resource centers](#) which provide information on all types of services, goods, technologies, and activities that improve the quality of life in the community; help individuals understand their rights and how to advocate for themselves; and lend support from someone “who has been there”.

Find FHF in your Region [here](#).

Resources

[Local Education Agency Directory](#)

[Autism Speaks Resource Guide - Louisiana](#)

[Spark for Autism](#)

[Autism Speaks Greater New Orleans](#)

[Exceptional Lives](#)

[Families Helping Families Greater New Orleans](#) – Statewide resource center serving all of Louisiana.

[Autism Navigator](#)

[Thinking Autism Guide](#)

Transition Resources

- [Family Involvement in the Transition Process](#)
- [Transition Guide](#) - Information to help guide families and youth on the important Transition stages, with resources available in your region of the state that can help
- [Disability information from the federal government](#)- Connecting the disability community to information and opportunities
- [NICHY: Basic information about transition planning](#)- National Dissemination Center for Children with Disabilities
- [Washington State Department of Health](#)- Adolescent Health Transition Project: A Resource for Adolescents with special health care needs, chronic illnesses and physical or developmental disabilities
- [Family to Family Health Information Centers \(F2FHICs\)](#)- Information and training to families and youth to help them advocate for better health services and outcomes

- [The Youthhood](#)-Information to help youth with special health care needs plan for life after high school
- [Got Transition?](#) - Site serves as the basis for an information exchange about health care transition

Augmentative/Alternative Communication (AAC) Devices

[Assistive Technology for Communication Roadmap](#)

[American Speech-Language-Hearing Association ProFind](#) – For assistance finding an SLP that has AAC services training and experience. Search for Provider Type: Speech-Language Pathologist, Areas of Expertise: Augmentative/alternative commc. You would need to verify if the provider accepts the beneficiaries' Medicaid.

Resources for Support Coordination Agencies

[EPSDT SC Training Materials](#)

[Case Management Manual](#)

[Targeted Case Management Rule](#)

[LAC 48:I., Chapter 49 Case Management Licensing Standards](#)

[Case Management Provider Enrollment Packet \(PT 45\)](#)

[Health Standards](#) – Case Management Licensing

[Case Management License Application](#)

[Louisiana Medicaid's Software Vendor, Billing Agent, Clearing House \(VBC\) List](#)

[Quality Enhancement Provider Handbook](#)

Interpretation Services

[CyraCom International](#)

[LanguageLine Solutions](#)

[On Choosing a Language Access Provider](#)

Statistical Resources, Inc.

Data Contractor

Phone: 225-767-0501 or Toll-Free 1-800-364-7828

Fax: 225-767-0502

Kim Willems, EPSDT Support Coordination Program Manager: ksalling@statres.com

Louisiana Support Coordination Information System (LSCIS): <https://lscis.statres.com/>