

Appendix X-2 - MCO Contacts for EPSDT Support Coordination Agencies						
						
Referral to PAL (Fax and MCO PAL Group E-mail)	Fax: 844-634-1109 ChisholmReferrals@aetna.com	Fax: 866-397-4522 aclacompliance@amerihealthcaritasla.com	Fax: 844-839-9307 LA1-Chisholm@healthybluela.com	Fax: 833-797-0293 LAMCDChisholmPALiaison@humana.com	Fax: 877-668-2079 BRO_LHCC_Chisholm@louisianahealthconnect.com	Fax: 877-590-8096 la_support_coordination@uhc.com
Single Point of Contact for Referral to PAL	Karen Lake LakeK@aetna.com Phone: 724-476-8977	Lacey Jarreau Utilization Management Supervisor ljarreau@amerihealthcaritasla.com Phone: 225-300-9591	Annette Batts arnisha.batts@anthem.com LA1-Chisholm@healthybluela.com Phone: 866-303-0255 ext. 11112	KC Flaker kflaker@humana.com LAMCDChisholmPALiaison@humana.com Phone: 1-800-545-4509 ext. 1024885	Ginger W. Lynch, AD, RN gilynych@LouisianaHealthConnect.com Phone: 225-663-5734	Christal Achord, MSN, RN la_support_coordination@uhc.com Phone: 800-377-5105, Ext. 4
Member Services Line	1-855-242-0802	1-888-756-0004	1-844-521-6941	1-800-448-3810	1-866-595-8133	1-866-675-1607
Website	www.aetnabetterhealth.com/louisiana	www.amerihealthcaritasla.com	www.myhealthybluela.com	www.humana.com/medicaid/louisiana	www.louisianahealthconnect.com	www.uhccommunityplan.com
Transportation	1-877-917-4150 1-866-288-3133 (TTY)	1-888-913-0364 1-866-428-7588 (TTY)	1-866-430-1101 1-800-846-5277 (TTY)	1-844-613-1638 1-800-618-4781 (TTY)	1-855-369-3723 (TTY: 711)	1-866-726-1472 1-844-488-9724 (TTY)
Escalation Contacts	Allison Connell Single Point of Contact Manager of Clinical Health Services ConnellA@aetna.com Phone: 959-299-6022	Suonda Smith Director of Integrated Healthcare Management ssmith3@amerihealthcaritasla.com Phone: 225-300-9210 Cell: 225-315-3085 Fax: 225-757-8629	David Crowley Dir Behavioral Health Services (Interim for Healthy Blue) david.crowley@anthem.com Phone: 502-612-3069 Fax: 844-839-9307	Nicole Thibodeaux, BSN RN CCM Health Services Director NThibodeaux@humana.com Phone: 504-219-8017	Katrina D. Jones-Harden Senior Manager, Utilization Management kaharden@centene.com Phone: 678-787-6697	Latrell Fisher, RN Specialty Program Manager latrell_r_fisher@uhc.com Phone: 800-377-5105 Ext. 6 Fax: 888-887-1521
	Ziesha Every Manager of Clinical BH Services EveryZ@cvshealth.com Phone: 959-299-6414		John Krentel Behavioral Health Coordinator john.krentel2@healthybluela.com Phone: 504-583-2060	Cali Brou Associate Director, Utilization Management cbrou@humana.com Phone: 337-342-5568	Rachel E. Smith, MSN, RN, CCM Director, Case Management Louisiana Healthcare Connections Rachel.E.Smith@LOUISIANAHEALTHCONNECT.COM Cell: 225-229-9690	
	Marteen Sparks Manager of Clinical Health Services (PH-PA) SparksM1@cvshealth.com Phone: 785-747-7344		Kelly Hebert Director I HCMS kelly.hebert@healthybluela.com Phone: 225-757-4834 Fax: 844-839-9307		Dr. Dana Lawson, DNP, MHA, MSN, APRN, AGCNS-BC, CCM Vice President Population Health & Clinical Operations Dana.Lawson@LOUISIANAHEALTHCONNECT.COM Phone: 225-436-1199	
	Beth Rasch Physical Health Services Officer RaschB@aetna.com Phone: 225-577-2307		Brooke Deykin Director I HCMS, CM brooke.deykin@healthybluela.com Phone: 504-834-1271 Fax: 844-839-9307			

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EVV Contact for Providers	Electronic Visit Verification Issues: Nanette Silver Director of Regulatory Affairs silvern@aetna.com (504) 667-4576	Michelle Bruce-Gibson mbucegibson1@amerihealthcaritas.com 225-955-1034	Justin Massicot Medical Management Director justin.massicot@healthyblue.com 225-763-2178	Adrian OBryant Prior Authorization Nurse LAMCDChisholmPALiaison@humana.com Phone: 800-513-1693 ext 1469408 Fax: 833-797-0293	<u>UMMedicalRecords@LouisianaHealthConnect.com</u>	Support Coordination LACAID la_support_coordination@uhc.com Pediatric Special Needs Team 800-377-5105, Ext. 3
	EPSDT Authorization: Karen Lake Senior Nurse Coordinator for Special Populations LakeK@aetna.com Cell: 225-571-7532	Lesli Boudreaux lboudreaux@amerihealthcaritasla.com 337-344-7088		Cali Brou Associate Director, Utilization Management cbrou@humana.com Phone: 337-342-5568	Ashley Arnold Prior Authorization Nurse II BRO_LHCC_Chisholm@louisianahealthconnect.com Phone 225-201-8501 Fax: 877-668-2079	
					Carolyn Mather BSN, RN Utilization Management BRO_LHCC_Chisholm@louisianahealthconnect.com Direct: 225-201-8465 Prior Authorization Fax: 877-401-8175	
					Lia Lambert Supervisor, Utilization Management Backup PAL Phone: 813-342-6401	