


How to Locate Healthy Louisiana Services

All Healthy Louisiana health plans offer the same basic services as Medicaid. Each plan also offers different extra services. Members should call their health plan's Member Services line with questions about how to get care. When you call, ask to talk to a case manager or care coordinator who can help you.

Health Plan	Member Services Line	Website Link	Transportation
 AETNA BETTER HEALTH® OF LOUISIANA	1-855-242-0802 (TTY: 711)	AetnaBetterHealth.com/louisiana	MediTrans 877-917-4150 (TTY: 866-288-3133)
	1-888-756-0004 (TTY: 1-866-428-7588)	AmeriHealthCaritasLA.com	Verida 888-913-0364 (TTY: 866-428-7588)
	1-844-521-6941 (TTY: 711)	MyHealthyBlueLA.com	MediTrans 866-430-1101 (TTY: 800-846-5277)
	1-800-448-3810 (TTY: 711)	Humana.com/HealthyLouisiana	MediTrans 844-613-1638 (TTY: 800-618-4781)
	1-866-595-8133 (TTY: 711)	LouisianaHealthConnect.com	MediTrans 855-369-3723 (TTY: 711)

Customer Service Information for Healthy Louisiana Members:

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 health plan's Member Services line toll-free at the number listed above.

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

E-mail • healthy@la.gov

Medicaid Website • MyPlan.healthy.la.gov

☎ You can call the Healthy Louisiana Help Line at 1-855-229-6848 for Healthy Louisiana enrollment questions, general information, appeals, assistance with navigating Healthy Louisiana's six health plans, etc.

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

If you cannot find a provider of any services you need in your area willing to submit a request and able to staff the services you need, 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.