

## EPSDT Targeted Population - Healthy Louisiana Health Plan Complaints

**If you have a complaint against your Healthy Louisiana health plan – call the Healthy Louisiana Line**

☎ 1-855-229-6848 TTY: 1-855-526-3346 ⌚ Available Monday – Friday, 8:00 a.m. - 5:00 p.m.  
✉ or e-mail [healthy@la.gov](mailto:healthy@la.gov)

➡ This will alert someone outside of the health plan about your complaint.

**If you have questions or complaints about your health plan or primary care provider (PCP) - call your health plan's Member Services Line at the number listed below:**

### **Aetna Better Health**

☎ 1-855-242-0802 TTY: 711 ⌚ Available 24 hours a day, 7 days a week  
✉ or e-mail [ABHLACompliance@aetna.com](mailto:ABHLACompliance@aetna.com)

### **AmeriHealth Caritas**

☎ 1-888-756-0004 TTY: 1-866-428-7588 ⌚ Available 24 hours a day, 7 days a week.  
✉ or e-mail [ACLCompliance@amerihealthcaritasla.com](mailto:ACLCompliance@amerihealthcaritasla.com)

### **Healthy Blue**

☎ 1-844-521-6941 TTY: 711 ⌚ Available Monday – Friday, 7:00 a.m. - 7:00 p.m.  
✉ or e-mail [HBLCompliance@healthybluela.com](mailto:HBLCompliance@healthybluela.com)

### **Humana Healthy Horizons of Louisiana**

☎ 1-800-448-3810 TTY: 711 ⌚ Available Monday – Friday, 7:00 a.m. - 7:00 p.m.  
✉ or e-mail [humanahealthyhorizonslouisiana@humana.com](mailto:humanahealthyhorizonslouisiana@humana.com)

### **Louisiana Healthcare Connections**

☎ 1-866-595-8133 TTY: 711 ⌚ Available Monday – Friday, 7:00 a.m. – 7:00 p.m.  
✉ or e-mail [LHCCExecTeam@centene.com](mailto:LHCCExecTeam@centene.com)

➡ This will alert someone at your health plan about your complaint.

📖 Specific details regarding each health plan's internal grievance process can be located in the health plan's Member Handbook.

**If you have questions or complaints about your dental plan or Primary Dental Provider (PDP) – call your dental plan's Member Services Line at the number listed below:**

### **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.