









Appendix X-2 - MCO Contacts for EPSDT Support Coordination Agencies

3.31.26

	 AETNA BETTER HEALTH® OF LOUISIANA				
<b>Referral to PAL</b> (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
<b>Single Point of Contact for Referral to PAL</b>	<b>Karen Lake</b> LakeK@aetna.com Phone: 724-476-8977	<b>Emelia Fernandez Billiot</b> Utilization Management Supervisor efernandezbilliot@amerihealthcaritas.com Phone: 225-300-9252	<b>Annette Batts</b> arnisha.batts@anthem.com LA1-Chisholm@healthybluela.com Phone: 866-303-0255 ext. 11112	<b>KC Flaker</b> kflaker@humana.com LAMCDChisholmPALiaison@humana.com Phone: 1-800-545-4509 ext. 1024885	<b>Ginger W. Lynch, AD, RN</b> gilylnch@LouisianaHealthConnect.com Phone: 225-663-5734
<b>Member Services Line</b>	1-855-242-0802	1-888-756-0004	1-844-521-6941	1-800-448-3810	1-866-595-8133
<b>Website</b>	<a href="http://AetnaBetterHealth.com/louisiana">AetnaBetterHealth.com/louisiana</a>	<a href="http://AmeriHealthCaritasLA.com">AmeriHealthCaritasLA.com</a>	<a href="http://MyHealthyBlueLA.com">MyHealthyBlueLA.com</a>	<a href="http://Humana.com/HealthyLouisiana">Humana.com/HealthyLouisiana</a>	<a href="http://LouisianaHealthConnect.com">LouisianaHealthConnect.com</a>
<b>Transportation</b>	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)
<b>Escalation Contacts</b>	<b>Allison Connell</b> Single Point of Contact Manager of Clinical Health Services ConnellA@aetna.com Phone: 959-299-6022	<b>Suonda Smith</b> Director of Integrated Healthcare Management ssmith3@amerihealthcaritasla.com Phone: 225-300-9210 Cell: 225-315-3085	<b>David Crowley</b> Dir Behavioral Health Services (Interim for Healthy Blue) david.crowley@anthem.com Phone: 502-612-5069 Fax: 844-839-9307	<b>Nicole Thibodeaux, BSN RN CCM</b> Health Services Director NThibodeaux@humana.com Phone: 504-219-8017	<b>Katrina D. Jones-Harden</b> Senior Manager, Utilization Management kaharden@centene.com Phone: 678-787-6697
	<b>Ziesha Every</b> Manager of Clinical BH Services EveryZ@cvshealth.com Phone: 959-299-6414		<b>John Krentel</b> Behavioral Health Coordinator john.krentel2@healthybluela.com Phone: 504-583-2060		<b>Rachel E. Smith, MSN, RN, CCM</b> Director, Case Management Louisiana Healthcare Connections Rachel.E.Smith@LOUISIANAHEALTHCONNECT.COM Cell: 225-229-9690

	<p><b>Marteen Sparks</b>  Manager of Clinical Health Services (PH-PA)  SparksM1@cvshealth.com  Phone: 785-747-7344</p> <p><b>Beth Rasch</b>  Physical Health Services Officer  RaschB@aetna.com  Phone: 225-577-2307</p>	<p>Cell: 225-513-3003  Fax: 225-757-8629</p>	<p><b>Kelly Hebert</b>  Director I HCMS  kelly.hebert@healthybluela.com  Phone: 225-757-4834  Fax: 844-839-9307</p> <p><b>Brooke Deykin</b>  Director I HCMS, CM  brooke.deykin@healthybluela.com  Phone: 504-834-1271  Fax: 844-839-9307</p>	<p><b>Cali Brou</b>  Associate Director, Utilization Management  cbrou@humana.com  Phone: 337-342-5568</p>	<p><b>Dr. Dana Lawson, DNP, MHA, MSN, APRN, AGCNS-BC, CCM</b>  Vice President Population Health &amp; Clinical Operations  Dana.Lawson@LOUISIANAHEALTHCONNECT.COM  Phone: 225-436-1199</p>
					
<b>EVV Contact for Providers</b>	<p><b>Electronic Visit Verification Issues:</b>  Nanette Silver  Director of Regulatory Affairs  silvern@aetna.com  (504) 667-4576</p>	<p><b>Carrie Blades</b>  cblades@amerihealthcaritas.com 225-300-9173</p>	<p><b>Justin Massicot</b>  Medical Management Director  justin.massicot@healthybluela.com  225-763-2178</p>	<p><b>Adrian OBryant</b>  Prior Authorization Nurse  LAMCDChisholmPALiaison@humana.com  Phone: 800-513-1693 ext 1469408  Fax: 833-797-0293</p>	<p>UMMedicalRecords@LouisianaHealthConnect.com</p> <p><b>Ashley Arnold</b>  Prior Authorization Nurse II  BRO_LHCC_Chisholm@louisianahealthconnect.com  Phone 225-201-8501  Fax: 877-668-2079</p>
	<p><b>EPSDT Authorization:</b>  Karen Lake  Senior Nurse Coordinator for Special Populations  LakeK@aetna.com  Cell: 225-571-7532</p>	<p><b>Lesli Boudreaux</b>  lboudreaux@amerihealthcaritasla.com  337-344-7088</p>		<p><b>Cali Brou</b>  Associate Director, Utilization Management  cbrou@humana.com  Phone: 337-342-5568</p>	<p><b>Carolyn Mather BSN, RN</b>  Utilization Management  BRO_LHCC_Chisholm@louisianahealthconnect.com  Direct: 225-201-8465  Prior Authorization Fax: 877-401-8175</p> <p><b>Lia Lambert</b>  Supervisor, Utilization Management Backup PAL  Phone: 813-342-6401</p>