

QUICK REFERENCE GUIDE

Claims Processing

	AETNA	AMERIHEALTH CARITAS	HEALTHY BLUE	LOUISIANA HEALTHCARE CONNECTIONS	UNITED HEALTHCARE COMMUNITY PLAN
Timely Filing	Claims must be submitted within 365 calendar days from the date of services (per HCAPPA) were performed, unless there is a contractual exception.	Initial claim must be submitted to the Plan within 365 calendar days from the date services were rendered Claims with Explanation of Benefits (EOBs) from primary insurers must be submitted within 365 days of the date of the primary insurer's EOB.	Claims must be submitted within 365 calendar days from the date of service	Providers must submit all original claims (first time claims) to Louisiana Healthcare Connections within 365 calendar days of the date of service. When Louisiana Healthcare Connections is the secondary payer, claims must be received within 365 calendar days of the date of service or within 90 days of the final determination of the primary payer.	Providers must initially submit claims within 365 days of the date of service.
Claims Adjudication	90% of clean EDI claims adjudicated within 15 days of receipt. 99% of clean paper claims adjudicated within 30 days of receipt.	Reports have shown that a large percentage of EDI claims are processed within 15 days of their receipt.	Average of 5 days to process.* If a clean claim is not paid within 30 calendar days interest will be paid. Twice a week check runs. *Clean Claim	Within 5 business days of receipt of a claim, we will perform an initial screening, and either reject the claim or assign a unique control number and enter it into the system for processing or adjudicated. Louisiana Healthcare Connections will fully adjudicate (pay or deny) all pended claims within 60 calendar days of the date of receipt.	Clean claims, including adjustments, will be adjudicated within 30 days of receipt.

Check Run Schedule	Wednesday and Friday	Has 2 check writes per week; one is on Mondays and the other on Wednesdays.	Twice a week check runs.	We perform check runs once per week.	Electronic payments are sent out Wednesday - Sunday of each week.
Paper Claims Address	Aetna Better Health of Louisiana P O Box 61808 Phoenix, AZ 85082-1808	AmeriHealth Caritas Louisiana Claims Processing Department P O Box 7322 London, KY 40742	Claims Department Healthy Blue P.O. Box 61010 Virginia Beach, VA 23466-1011	Louisiana Healthcare Connections Attention: Claims P O Box 4040 Farmington, MO 63640-3800	United Healthcare Community Plan of Louisiana P O Box 31341 Salt Lake City, UT 84131-0341
EDI Billing	Change Healthcare is the EDI vendor we use. To establish connectivity with Change Healthcare call 1-800-845-6592.	Change Healthcare: 1-877-363-3666 EDI technical support Hotline at 866-428-7419 Email support at edi@amerihealthcaritasla.com	Provider Portal: Availity https://www.availity.com Call our EDI hotline at 1-800-590-5745 to get started. If you use a clearinghouse other than those identified, please contact your clearinghouse for instruction.	Louisiana Healthcare Connections c/o Centene EDI 1-800-225-2573, Ext. 25525 EEDIBA@centene.com	Information can be found at www.uhccommunityplan.com/health-professionals/la/electronic-data-interchange.html
Electronic Claims Payer ID	128LA	27357	Availity: 00661 Change Healthcare: 58532 SDS: 16730	68069	87726

Require PA on Claim Form	No	No	No	The PA number is not required on the claim, but LHCC does request that providers include it. The claims will not deny if a PA number is not included.	No
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Provider Customer Service	Phone: 1-855-242-0802	Phone: 1-888-922-0007 Fax: 1-866-426-7393	1-844-521-6942	Phone: 1-866-595-8133	Phone: 1-866-675-1607
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