



















MCO Contacts for Support Coordinators - Medicaid Managed Care Appendix A

						
Referral to Medicaid Managed Care Case Management Forms	<p>Fax: 844-634-1109</p> <p>Single Point of Contact:</p> <p>Chasity Denny DennyC@aetna.com Phone: 959-299-6410</p>	<p>Fax: 866-397-4522</p> <p>Single Point of Contact:</p> <p>Mike Pizzolatto mpizzolatto@amerihealthcaritasla.com Phone: 985-859-7070</p>	<p>Fax: 844-839-9307</p> <p>Single Point of Contact:</p> <p>Annette Batts arnisha.batts@anthem.com LA1-Chisholm@healthybluela.com Phone: 866-303-0255 ext. 11112</p>	<p>Fax: 833-797-0293</p> <p>Single Point of Contact:</p> <p>KC Flaker kflaker@humana.com LAMCDChisholmPALiaison@humana.com Phone: 1-800-545-4509 ext. 1024885</p>	<p>Fax: 877-668-2079</p> <p>Single Point of Contact:</p> <p>Ginger W. Lynch, AD, RN glynch@LouisianaHealthConnect.com Phone: 225 663-5734</p>	<p>Fax: 877-590-8096</p> <p>Single Point of Contact:</p> <p>Christal Achord, MSN, RN la_support_coordination@uhc.com Phone: 800-377-5105, Ext. 4</p>
MCO Physical Medicine Prior Authorization Liaison (PAL)	<p>DeAndraanee Emery Non- Clinical UM Intake Supervisor EmeryD@aetna.com Phone: 959-299-6412 Fax: 844-227-9205</p>	<p>Lacey Jarreau Utilization Management Supervisor ljarreau@amerihealthcaritas.com Phone: 225-300-9591</p>	<p>Annette Batts Medical Management Specialist I la1-chisholm@healthybluela.com Phone: 866-303-0255 ext. 11112 Fax: 844-839-9307</p>	<p>Adrian OBryant Prior Authorization Nurse LAMCDChisholmPALiaison@humana.com Phone: 800-513-1693 ext. 1469408 Fax: 833-797-0293</p>	<p>Carolyn Mather BSN, RN Primary PAL Utilization Management Carolyn.Mather@LouisianaHealth Connect.com Direct: 225-201-8465 Fax: 877-401-8175</p>	<p>Christal Achord, MSN, RN LA Prior Authorization Liaison (PAL) (Primary PAL) la_chisholm_pal@uhc.com Phone: 800-377-5105, Ext. 4 Fax: 866-311-3754</p>
	<p>Karen Lake Senior Nurse Coordinator for Special Populations LakeK@aetna.com Phone: 225-571-7532</p>		<p>Adelle McClelland, RN Manager I HCMS adelle.mcclelland@anthem.com Phone: 225-763- 2144 Fax: 844-839-9307</p>	<p>Tiffany LeBlanc Manager, Utilization Management LAMCDChisholmPALiaison@humana.com Phone: 337-561-9426 Fax: 833-797-0293</p>	<p>Ashley Arnold Prior Authorization Nurse II Backup PAL Ashley.n.arnold@louisianahealth connect.com Phone 225-201-8501 Fax: 877-668-2079</p>	
MCO Behavioral Health Prior Authorization Liaison (PAL)	<p>DeAndraanee Emery NonClinical Intake Supervisor EmeryD@cvshealth.com Phone: 959-299-6412 Fax: 844-227-9205</p>	<p>Faye Colbert Jenkins BH UM Supervisor fcolbert@amerihealthcaritas.com Phone: 225-300-9239 Fax: 855-301-5366</p>	<p>Annette Batts Medical Management Specialist I la1-chisholm@healthybluela.com Phone: 866-303-0255, ext. 11112 Fax: 844-839-9307</p>	<p>Emma Bernard Utilization Management Behavioral Health Professional II LAMCDChisholmPALiaison@humana.com Phone: 800-513-1693 ext. 1043174 Fax: 833-797-0293</p>	<p>(Primary PAL) Sarah Godden, LCSW Clinical Supervisor, Outpatient Behavioral Health sarah.godden@centene.com Direct: 225-666-4142 Fax: 1-888-725-0101</p>	<p>Stephanie Widoe ABA Prior Authorization Liaison (PAL) la_healthyaba@optum.com Phone: 800-650-0569 ext 637210 Fax: 877-217-6068</p>
	<p>Sherri Chairs Nonclinical Intake Associate PAL CharisS@cvshealth.com Phone 959-299-6581 Fax 844-227-9205</p>		<p>Jessica Foreman Manager II HCMS Backup PAL LA1-Chisholm@healthybluela.com Phone: 877-440-4065 (Ext. 106-103-5145) Fax: 844-839-9307</p>	<p>Brandy Holmes Manager, Utilization Management LAMCDChisholmPALiaison@humana.com Phone: 800-322-2758 ext. 1090020 Fax: 833-797-0293</p>	<p>Shannon L. Annison, LCSW- BACS Clinical Manager, Utilization Management shannon.l.annison@centene.com Phone: 1-866-595-8133 ext. 69453 Fax: 1-877-668-2079</p>	<p>Craig Woodsmall, PsyD Psych Testing Prior Authorization Liaison (PAL) craig.woodsmall@optum.com Phone: 763-321-2685 Fax: 877-697-7795</p>
						

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	<p>Mary Harris Manager of Clinical Health Services HarrisM14@aetna.com Phone: 959-299-6579 Fax: 866-776-2813</p>		<p>Jamaka Batchelor Mgr II HCMS, BH jamaka.batchelor@healthybluelua.com Phone: 225-910-2937 Fax: 844-839-9307</p>	<p>KC Flaker kflaker@humana.com LAMCDChisholmPALiaison@humana.com Phone: 1-800-545-4509 ext. 1024885</p>			
Upper Management Contacts for Resolution of Issues / Escalation	<p>Allison Connell Single Point of Contact Manager of Clinical Health Services Connella@aetna.com Phone: 959-299-6022</p>	<p>Suonda Smith Director of Integrated Healthcare Management ssmith3@amerihealthcaritasla.com Phone: 225-300-9210 Cell: 225-315-3085 Fax: 225-757-8629</p>	<p>Leon Greene Dir Behavioral Health Services leon.greene@healthybluelua.com Phone: 757-407-9051 Fax: 844-839-9307</p>	<p>Nicole Thibodeaux, BSN RN CCM Health Services Director NThibodeaux@humana.com Phone: 504-219-8017</p>	<p>Katrina D. Jones-Harden Senior Manager, Utilization Management kaharden@centene.com Phone: 678-787-6697</p>	<p>Latrell Fisher, RN Specialty Program Manager latrell_r_fisher@uhc.com Phone: 800-377-5105 Ext. 6 Fax: 888-887-1521</p>	
	<p>Ziesha Every Manager of Clinical BH Services EveryZ@cvshealth.com Phone: 959-299-6414</p>		<p>Kelly Hebert Director I HCMS kelly.hebert@healthybluelua.com Phone: 225-757-4834 Fax: 844-839-9307</p>	<p>John Krentel</p>			<p>Ashtyn Morris, MSN, RN Director, Case Management Louisiana Healthcare Connections Ashtyn.L.Morris@LOUISIANAHEALTH CONNECT.COM Cell: 225-337-8227</p>
	<p>Marteen Sparks Manager of Clinical Health Services (PH-PA) SparksM1@cvshealth.com Phone: 785-747-7344</p> <p>Beth Rasch Physical Health Services Officer RaschB@aetna.com Phone: 225-577-2307</p>		<p>Brooke Deykin Director I HCMS, CM brooke.deykin@healthybluelua.com Phone: 504-834-1271 Fax: 844-839-9307</p>	<p>Cali Brou Associate Director, Utilization Management cbrou@humana.com Phone: 337-342-5568</p>			<p>Dr. Dana Lawson, DNP, MHA, MSN, APRN, AGCNS-BC, CCM Vice President Population Health & Clinical Operations Dana.Lawson@LOUISIANAHEALTH CONNECT.COM Phone: 225-436-1199</p>
Chisholm Denial Point of Contact	<p>Karen Lake Senior Nurse Coordinator for Special Populations LakeK@aetna.com Phone: 225-571-7532</p>	<p>Lakesha Dickerson Utilization Management Manager Health ldickerson@amerihealthcaritas.com Phone: 225-300-9143</p>	<p>Robin Lanbranche Clinical Compliance robin.lanbranche@healthybluelua.com 504-841-6913 Fax: 844-839-9307</p>	<p>Adrian OBryant Prior Authorization Nurse LAMCDChisholmPALiaison@humana.com Phone: 800-513-1693 ext. 1469408 Fax: 833-797-0293</p>	<p>Danielle Smith-Cage, RN Supervisor, Correspondence Unit Danielle.T.SmithCage@CENTENE.com Direct: (W) 225-929-8371 Toll-Free: 1-866-595-8133 ext 69371</p>	<p>Christal Achord, MSN, RN LA Prior Authorization Liaison (PAL) (Primary PAL) la_chisholm_pal@uhc.com Phone: 800-377-5105, Ext. 4 Fax: 866-311-3754</p>	
	<p>Marteen Sparks Manager of Clinical Health Services SparksM1@CVSHealth.com Phone: 785-747-7344</p>	<p>Faye Colbert Jenkins BH UM Supervisor fcolbert@performcare.org Phone: 855-285-7466 Fax: 225-301-5366</p>	<p>Valerie Guidroz Manager I HCMS valerie.guidroz@healthybluelua.com Phone: 225-757-4905 Fax: 844-839-9307</p>	<p>Emma Bernard Utilization Management Behavioral Health Professional II LAMCDChisholmPALiaison@humana.com Phone: 800-513-1693 ext. 1043174 Fax: 833-797-0293</p>		<p>Noelle Jett, RN LA Prior Authorization Liaison (PAL) (Back-up PAL) la_chisholm_pal@uhc.com Phone: 800-377-5105 ext. 7 Fax: 866-311-3754</p>	
							

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EVV for EPSDT-PCS Contacts	<p>Electronic Visit Verification Issues: Nanette Silver Director of Regulatory Affairs silvern@aetna.com (504)667-4576</p> <p>EPSDT Authorization: Karen Lake Senior Nurse Coordinator for Special Populations LakeK@aetna.com Cell: 225-571-7532</p>	<p>Michelle Bruce-Gibson mbrucegibson1@amerihealthcaritas.com 225-955-1034</p>	<p>Justin Massicot Medical Management Director justin.massicot@healthyblue.com 225-763-2178</p>	<p>Adrian OBryant Prior Authorization Nurse LAMCDChisholmPALiaison@humana.com Phone: 800-513-1693 ext 1469408 Fax: 833-797-0293</p>	<p><u>UMMedicalRecords@LouisianaHealthConnect.com</u></p> <p>Ashley Arnold Prior Authorization Nurse II BRO_LHCC_Chisholm@louisianahealthconnect.com Phone 225-201-8501 Fax: 877-668-2079</p>	<p style="text-align: center;">Support Coordination LACAID la_support_coordination@uhc.com</p> <p style="text-align: center;">Pediatric Special Needs Team 800-377-5105, Ext. 3</p>
		<p>Lesli Boudreaux lboudreaux@amerihealthcaritasla.com 337-344-7088</p>		<p>Tiffany LeBlanc Manager, Utilization Management LAMCDChisholmPALiaison@humana.com Phone: 337-5641-9426 Fax: 833-797-0293</p>	<p>Carolyn Mather BSN, RN Utilization Management BRO_LHCC_Chisholm@louisianahealthconnect.com Direct: 225-201-8465 Prior Authorization Fax: 877-401-8175</p>	
		<p><small>*Note: These contacts may change periodically. The toll-free number provided in Medicaid Managed Care Appendix B can be utilized as well to reach out to case managers and MCO PALs.</small></p>				
		<p><small>Aetna Customer Service: 1-855-242-0802 AmeriHealth Caritas Customer Service: 1-888-756-0004 Healthy Blue Customer Service: 1-844-521-6941 Humana Healthy Horizons Customer Service: 1-800-448-3810 Louisiana Healthcare Connections Customer Service: 1-866-595-8133 United Healthcare Customer Service: 1-866-675-1607</small></p>				