

Louisiana Medicaid MCO Case/Disease Management Service Contacts

*all plans accept self or provider referral for care management services, all plans 24/7 nurse advice line, emergency services call 911

Plan	Care/Case Management (CM)	Service	Nurse Line – RN 24/7	Notes
Healthy Blue Medicaid	844-521-6942 Ext. 1061035145	Comprehensive disease/case management service	866-864-2544	<ul style="list-style-type: none"> ✓ Healthy Blue offers disease management and case management dmselfreferral@healthyblue.com ✓ Mental/Behavioral Health Crisis Line - 844-812-2280 ✓ Behavioral Health Warm Line 800-730-8375 - feeling down or need help dealing with a stressful time ✓ Interpreter services- member services 844-521-6942.
Aetna – Medicaid	855-242-0802 Member services	Care Management Staff	855-242-0802 TTY 711 Select nurse line	<ul style="list-style-type: none"> ✓ Mental Health Crisis services at 855-242-0802, MH Crisis prompt. ✓ Interpreter service and alternative formats Call 1-855-242-0802 ✓ Cell phone program
Louisiana Healthcare Connections	866-595-8133	Care Coordination and Disease Management	866-595-8133 say nurse	<ul style="list-style-type: none"> ✓ Mental Health Crisis Line 24/7 - 844-677-7553 (Hearing Loss: 711) ✓ Interpreter services 866-595-8133 (Hearing Loss: 711) ✓ Cell phone program 866-595-8133
AmeriHealth Caritas	888-643-0005 Rapid response 888-756-0004 Member services	Care Coordination/CM Program – rapid response team Or contact member services	888-632-0009	<ul style="list-style-type: none"> ✓ Mental Health Crisis Line at 844-211-0971 ✓ Language services at 1-888-756-0004, D/HH - TTY number 866-428-7588. ✓ Cell phones for health care needs-500 min/month 888-756-0004
United Healthcare	866-675-1607 TTY 711 Member services	Care Management and/or Disease Management	877-440-9409 TTY 711	<ul style="list-style-type: none"> ✓ Mental Illness and Addiction Crisis services 866-675-1607, TTY 711 ✓ Language services 866-675-1607 ✓ No cost cell phone - federal Lifeline program member services.