

Healthy Louisiana schedules flood-related emergency response calls for providers

Beginning Friday August 19, 2016, the Louisiana Department of Health and the Healthy Louisiana plans will host a series of provider calls to address provider issues related to the current flood-related emergency situation. These calls are limited to providers located in or serving areas affected by the recent flooding.

Five calls have been scheduled, each focusing on a specific health plan and their emergency procedures. See below for dates, times and health plan focus. Additional call dates will be added if needed to ensure timely and effective communication between providers, the health plans and the Department.

Non-emergency provider related issues should be addressed with the provider relations staff at the appropriate health plan. Non-emergency behavioral health issues should be addressed with health plan's provider relations staff or on the regularly scheduled weekly provider calls.

Provider Call Schedule:

- Friday, August 19, 2016 – Aetna
- Monday, August 22, 2016 - Amerigroup
- Tuesday, August 23, 2016 - AmeriHealth Caritas
- Wednesday, August 24, 2016 - Louisiana Healthcare Connections (**This call will replace the regularly scheduled provider call. This call is reserved for providers affected by the flooding**).
- Thursday, August 25, 2016 - UnitedHealthcare Community Plan

All calls will take place from noon until 1:30 p.m. The call-in information is as follows:

- Conference Number: 888-557-8511
- Access Code: 8301342

LDH offers providers numerous avenues for reporting and resolving issues related to Healthy Louisiana. Please refer to [Information Bulletin 12-27](#) posted on www.makingmedicaidbetter.com. This bulletin also includes contact information for each of the health plans.

If you are not able to participate on one of the calls and have questions, please contact the Healthy Louisiana plans directly.

If you have questions for Medicaid, please email them to Healthy@la.gov.