

MCO Contacts for Support Coordinators

					
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*Note: These contacts may change periodically. The toll free number provided in Bayou Health Services Appendix can be utilized as well to reach out to case managers and MCO PALs.

Bayou Health Services DME, Transportation, Therapy, EPSDT Personal Care Services and Home Health Services

(including Extended Skilled Nursing Services also known as Extended Home Health)

Bayou Health Plans must provide services in the same scope, range and duration as Legacy Medicaid; however, the Health Plans have the flexibility of offering services beyond those provided by Medicaid. For this reason, support coordinators will need to reach out to each Bayou Health Plan for additional information regarding obtaining services for members in a Bayou Health Plan. Such details as the prior authorization process and length of the prior authorization vary from Health Plan to Health Plan. Contact information for each Health Plan is listed below:

Bayou Health Plan	Phone Number	Link to website	Transportation
Aetna Better Health	1-855-242-0802	http://www.aetnabetterhealth.com/louisiana	1-877-917-4150 (Reservations) 1-877-917-4151(24 hrs) 1-866-288-3133 (TTY)
Amerigroup	1-800-600-4441	https://www.myamerigroup.com/la/pages/welcome.aspx	1-866-430-1101 (Reservations) 1-866-430-1116 (Ride Assistance)
AmeriHealth Caritas	1-888-756-0004	http://www.amerihealthcaritasla.com/	1-855-325-7565
Louisiana Healthcare Connections	1-866-595-8133	http://www.louisianahealthconnect.com/	1-855-369-3723 1-855-369-3724 (Ride Assistance) 1-866-288-3133 (TTY)
United Healthcare	1-866-675-1607	http://www.uhccommunityplan.com/	1-866-726-1472

Bayou Health PCS Provider Changes within an Existing Prior Authorization Period

Members have the right to change PCS providers at any time; however, approved authorizations are not transferred between agencies. If a member elects to change providers within an authorization period, the current agency must notify the Bayou Health Plan of the member's discharge, and the new agency must obtain their own authorization through the usual authorization process.

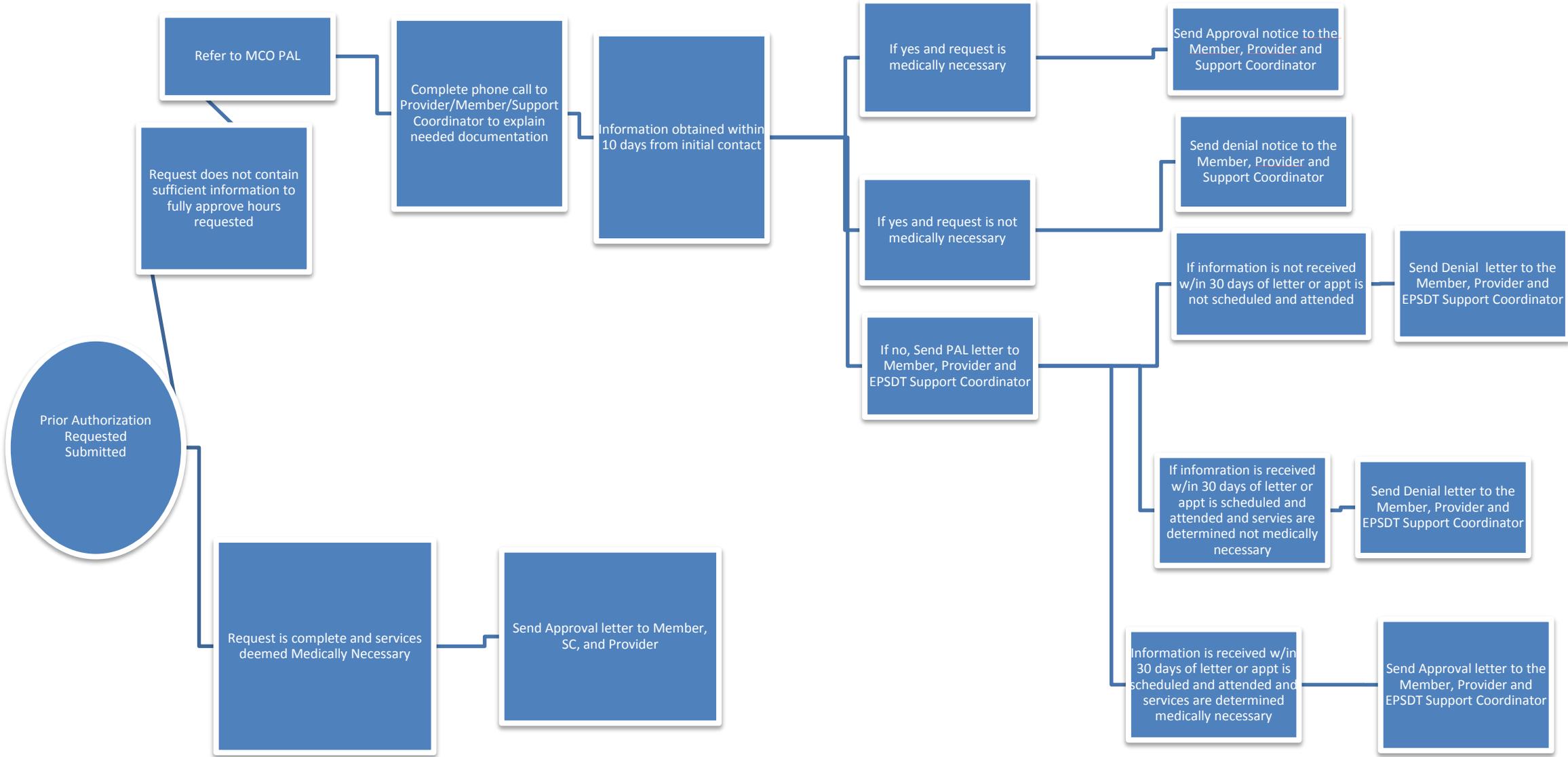
NOTE: Members may contact their Bayou Health Plan directly for assistance in locating another provider.

Bayou Health PCS and EHH Prior Authorization Timeframes

Prior Authorization Timeframes	Amerihealth Caritas of Louisiana	Aetna	Amerigroup	LHC	United Healthcare
EHH					
Regular	1 month	60 days	30 days / 1 month unless the provider requests less	8 weeks	60 days
Chronic Needs	3 months	60 days	30 days / 1 month unless the provider requests less	8 weeks	60 days
PCS					
Regular	3 months	60 days	180 calendar days or a rolling 6 months	6 months	Up to 6 months
Chronic Needs	6 months	60 days	180 calendar days or a rolling 6 months	6 months	Up to 6 months
*Renewal Submission Timeline	10 days	10 days	14 business days prior to the expiration date of the authorization	14 days prior to the end of the approved authorization period	EHH= 14 days PCS= 21 days

***Number of days prior to the end of a PA that the renewal documents need to be submitted to avoid a lapse in services.**

MCO PAL PROCESS



NOTE: All communications and actions taken during the MCO PAL process should be documented into the MCO and/or DHH tracking systems.

EPSDT Timeline & Documentation for Bayou Health Appeals

Bayou Health members have appeal rights with the Bayou Health Plan as well as with DHH. In addition to appeal rights with the Bayou Health Plans, members may also file a grievance. The grievance and appeals processes differ from Health Plan to Health Plan. Each MCO; however, must meet certain contractual guidelines regarding grievances and appeals. All Bayou Health Plan members are allowed thirty (30) calendar days from the date on the MCO’s notice of action or inaction to file a grievance or appeal. Within that timeframe the member or a representative acting on their behalf and with the member’s written consent may file an appeal or the provider may file an appeal on behalf of the member, with the member’s written consent. The appeal may be filed either orally or in writing. The MCO must acknowledge receipt of each grievance and appeal in writing and give members any reasonable assistance in completing forms and taking other procedural steps.

Specific details regarding each MCO’s grievance and appeal processes can be located in the Health Plans Member Handbooks. Support Coordinators are encouraged to familiarize themselves with the Member Handbooks for each Bayou Health Plan. The site where all member handbooks are located is: <http://dhh.louisiana.gov/index.cfm/page/1212>.

Timeframes for Bayou Health Plans to Make an Appeal Decision					
Bayou Health Plan	AmeriHealth Caritas of Louisiana	Aetna	Amerigroup	Louisiana Healthcare Connections	United Healthcare
Appeal Timeframe (includes 14 day extension)	30-44 days	30-44 days	30-44 days	30-44 days	30-44 days
Expedited Appeal Timeframe	72 hours	2 days	3 days	72 hours	72 hours

A member may request a state fair hearing with the Division of Administrative Law (DAL) if they do not agree with a Bayou Health Plan appeal decision. See Appendix L.

Once the appeal rights at the level of the Bayou Health Plan are exhausted members may request a state fair hearing with DAL. Members must exhaust the Bayou Health Plan appeals process before asking for a state fair hearing. A state fair hearing must be requested with DAL within 30 calendar days of receiving the Bayou Health appeal decision letter. Members may request a state fair hearing by mail, phone, fax or online. The timeframes for the state fair hearing process are below:

Timeframe to Request a State Fair Hearing	30 days of Bayou Health Notice
State Fair Hearing Timeframe (includes 14 day extension)	90 days
Expedited State Fair Hearing Timeframe	72 hours

EPSDT Support Coordinators will need to follow the documentation guidelines outlined in Bayou Health Appendix T-1 for both appeal processes for Chisholm Bayou Health Plan members. A list of Bayou Health Plan contacts is located in Bayou Health Appendix A.



Bayou Health Plans

Compare extra benefits and choose one plan for each family member

Questions? Call 1-855-BAYOU-4U (1-855-229-6848)

The Louisiana Department of Health and Hospitals (DHH) has tried to make this chart as accurate and complete as possible. However, because it must rely on the various Health Plans to provide this information, DHH cannot guarantee its accuracy. You can learn more about the Health Plans by contacting them directly.



AETNA BETTER HEALTH® OF LOUISIANA

1-855-242-0802 | TTY 711
www.aetnabetterhealth.com/louisiana

Unlimited primary doctor visits for all members.
 Receive gift cards after completing annual adult wellness visits: \$25 wellness visit; \$15 diabetic dilated eye exam; \$15 woman's mammogram; \$15 diabetic blood testing; \$15 cervical cancer screening; \$25 initial colonoscopy
 Dental care for adults: twice a year exam and cleaning, annual set of x-rays; a \$225 value
 Eyeglasses for adults: free annual eye exam and \$80 toward eyewear (frames, glasses or contacts)
 Promise program for pregnant members: complete more visits to earn bigger rewards like a portable crib, play yard, stroller or a diaper-and-wipe package. Plus gift cards: \$10 after first visit within the first 13 weeks of pregnancy; \$10 after your postpartum visit after pregnancy; free circumcisions for newborn boys
 Ted E. Bear, M.D., Kids Club
 · Weight management program: free pedometer or exercise band after enrolling plus helps kids who are overweight set goals to earn \$15-\$30 gift cards
 · Free Boy Scout or Girl Scout annual membership
 Free over-the-counter medicine and products with a doctor's prescription
 Asthma management program: free one-time in-home environmental assessment; earn \$15 gift cards for managing your asthma
 Care4Life diabetes coaching program: text reminders, education, goal setting and tracking
 Nurses, social workers and community health workers to help you get access to care
 Stop smoking help including medications & coaching
 Member Services toll free lines with extended hours available 24/7. Nurse Line available 24/7



1-800-600-4441 | TTY 1-800-855-2880
www.myamerigroup.com/la

Unlimited visits to your primary care provider (PCP) for all members.
 Dental Care, Adult
 · ORAL EXAM once every six months
 · X-rays Once per year
 · Teeth cleaning once every six months
 Vision Care, Adult
 · EYE EXAM once every year
 · Frames and lenses once every year
 · \$40 allowance toward the cost of nonstandard glasses
 Healthy Rewards: dollars put onto a gift card to help you earn rewards:
 · \$20 for well-child visit ages 0-9
 · \$25 for well-child visit ages 10-20
 · \$15 for adult wellness visits
 · \$10 for diabetic screening
 · \$10 for sexually transmitted infection screening
 · \$5 for getting a fu shot
 Pregnant Members and New Moms:
 · Up to \$75 in gift cards
 · FREE Portable crib, car or booster seat for going to required doctor visits
 · FREE community baby showers
 · FREE circumcisions for boys
 Community coverage to care: Access to care and services beyond what is traditionally covered by the plan.
 · FREE Membership to Boys & Girls Club for eligible members ages 6-18
 · FREE Weight Watchers® meetings. Eligible to members age 18 and older
 · Up to 250 minutes and unlimited monthly texts on SafeLink® phones
 · FREE Over-the-counter medicine with a prescription from a doctor
 · Amerigroup On Call 24/7 hotline



1-888-756-0004 | TTY 1-866-428-7588
www.amerithealthcaritasla.com

Unlimited visits to participating doctors.
 Adult dental: Two exams with cleaning & one set of x-rays per year. Limited fillings and/or extractions. (Package Value—\$500/year).
 Adult vision: Exam with \$10 co-pay & \$100 discount on glasses or lenses every 2 years.
 Circumcisions for newborn boys.
 Health Care Rewards Program:
 · \$10 gift card for each household completing plan orientation.
 · \$20 gift card for members over 21 who get a PCP visit in first 90 days & children ages 3-21 who get annual well visit.
 · Up to \$75 in gift cards for completing expected prenatal & postpartum visits.
 · FREE Receiving Blanket & matching cap along with "Happiest Baby on the Block" DVD or Book for calling us when you know you are pregnant.
 Extra Medication Help
 · School Supply – Second inhaler, EpiPen® & diabetes testing meters for school.
 · Reduced Pharmacy Copayments for Certain Medications on 90 day refills.
 · New Vaccine for Adults – Tetanus, Diphtheria, Pertussis (Tdap) at no cost & more ability to get Pneumonia & HPV vaccines due to increased provider payments.
 High School GED Program — Reimbursement of exam fees for getting a high school GED.
 Cell Phones for Healthcare Needs — FREE cell phones with 250 minutes each month and free text messages and calls to plan.
 Weight loss support — One initial & follow-up visit with dietician each year for members in "Make Every Calorie Count." Also receive FREE pedometer, journal & tape measure to track success.
 FREE Support to Stop Smoking — Sponsorship of counseling by March of Dimes Baby & Me Tobacco Free in New Orleans & Baton Rouge areas.



1-866-595-8133 | TTY 1-877-285-4514
www.LouisianaHealthConnect.com

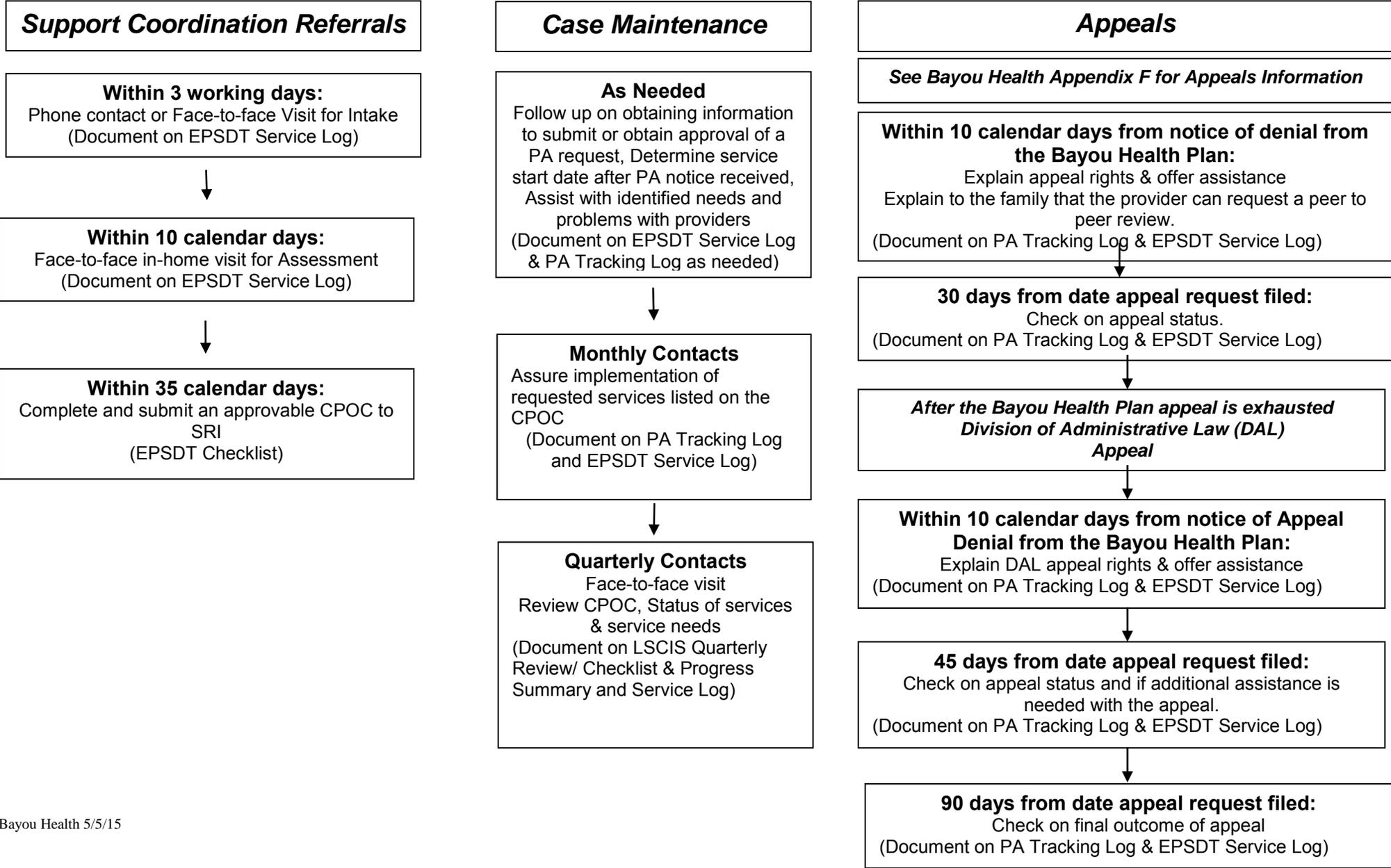
Unlimited visits to primary care provider (PCP) for all members.
 24-hour nurse hotline for health questions
 For Children
 · \$25 in Bonus Rewards for annual Well-Child Check-Ups
 · Extra EpiPen and/or rescue inhaler to keep at school
 For Pregnant Women: extra support to keep you and your baby healthy
 · Up to \$145 in Bonus Rewards for healthy habits during your pregnancy
 · Access to our Start Smart for Your Baby program & events for new moms
 · Circumcision for newborn boys
 Get Bonus Rewards in your personal, pre-paid account for keeping healthy habits:
 · \$25 for your annual wellness exam
 · \$10 for each cervical and breast cancer screening
 · \$10 for your annual fu shot
 · \$10 for your adult dental exam
 · And much more
 Adult Dental Services at Federally-Qualified Health Centers, including exams, cleanings, x-rays and more (2 visits/year)
 Adult Vision Benefits for eye exams and one pair of frames and lenses each year
 Personal support and extra services for treating and controlling asthma and diabetes and other conditions.
 Member Connections to help you access health services, choose a doctor, or find community resources like baby supplies
 Secure member website and mobile app



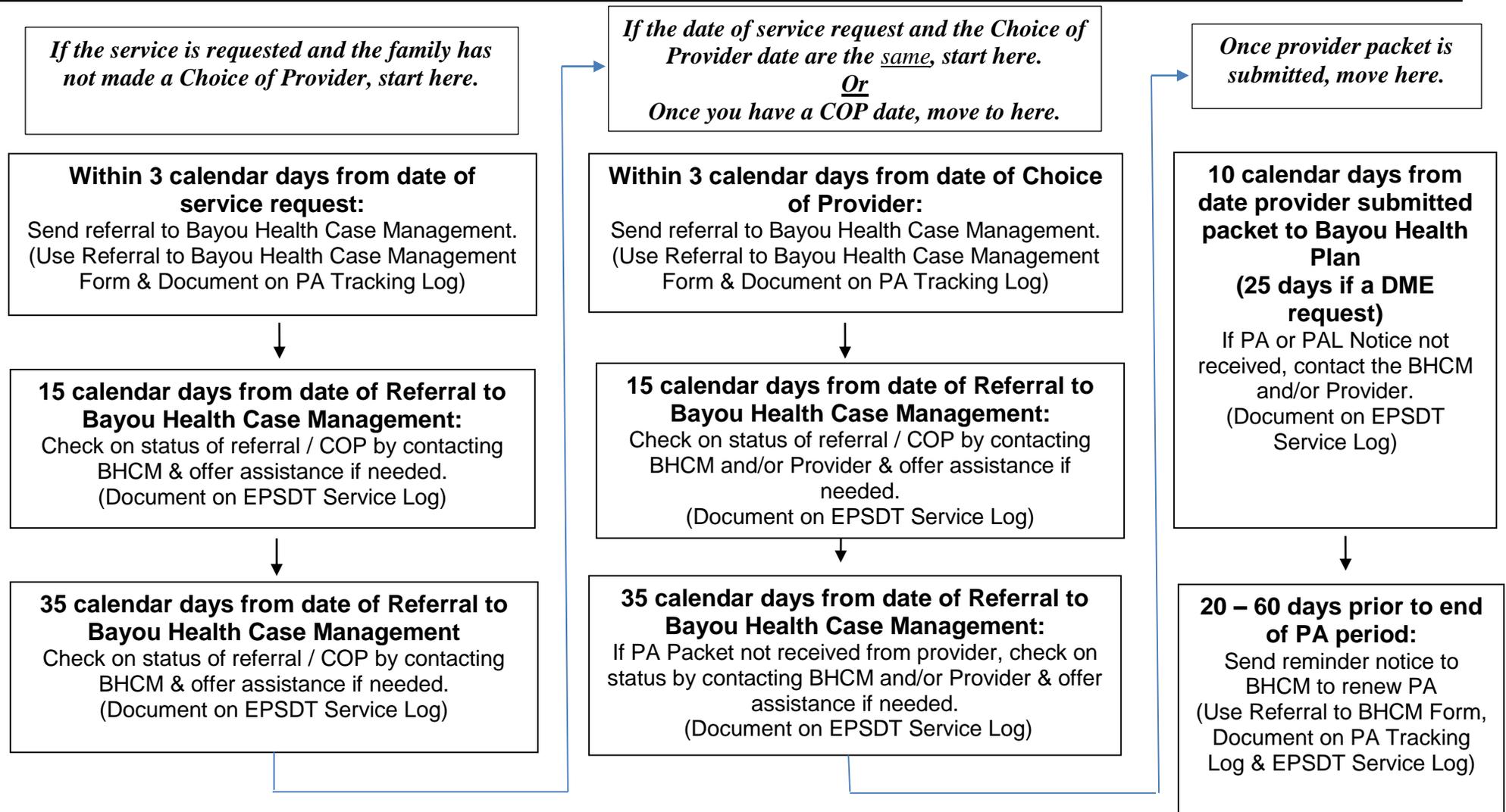
1-866-675-1607 | TTY 711
www.UHCCCommunityPlan.com

Unlimited visits to contracted Primary Care Provider (PCP) and specialists if deemed necessary by PCP.
 \$20 gift card for adults who complete a PCP visit within 90 days of enrollment.
 \$20 gift card for 1 well-child visit each year between the ages of 1 and 17.
 \$10 gift card for completing a health risk assessment within 90 days of enrollment.
 Adult Dental: Routine dental exams, x-rays, fillings, cleanings, and extractions limited to \$500 per year.
 Adult Vision: Routine eye exam every 2 years and \$100 allowance for frames/lenses every 2 years.
 Weight Management: Weight Watchers vouchers to attend up to 10 meetings.
 Adult Pain Management: 6 visits per year to an in-network chiropractor.
 Annual Asthma Home Assessment for qualified asthmatics with certified in-network asthma educator.
 Adult Immunizations: Td (Tetanus, Diphtheria), Tdap (Whooping Cough) as deemed necessary.
 Cell Phone provided if enrolled in high-risk case management and no reliable access to a telephone.
 The program provides access to UnitedHealthcare, 911, the PCP office and MyNurseLine.
 Diabetic Screening Incentive: Complete HbA1c labs and LDL-C screening within 90 days of enrollment and receive a \$50 voucher towards health products.
 Pregnant & New Moms: Baby Blocks incentive program for achieving health goals during a 24-month pregnant and post-partum period. Up to 8 rewards can be earned during the full program.
 Free Pregnancy Care Book promotes baby care and healthy pregnancies for babies and mothers.
 Join for Me Childhood Weight Management Program provides 16 weekly classes with trained coach. \$50 gift card offered upon completion of all classes.
 Youth Programs: No-cost memberships to the Boys & Girls Club and other youth organizations.

Bayou Health EPSDT Timeline & Documentation Participant Contacts



Bayou Health EPSDT Timeline & Documentation Bayou Health Case Manager (BHCM) / Provider Contacts



Bayou Health EPSDT Timeline & Documentation PAL and Other BHCM Referrals

PAL Referrals

60 calendar days from participant's date of Choice of Provider:

If PA approval not received,
Send referral to DHH PAL using Referral to Medicaid PAL Form
(Document on PA Tracking Log & EPSDT Service Log)

***Service logs are to be faxed with the PAL Referrals.**

Other PAL and BHCM Referrals

If PA renewal approval is not received:

Complete Bayou Health Case Management Form
(Documents on PA Tracking Log & Document on
EPSDT Service Log)

If the MCO is unable to resolve within 10 days of the Referral, the SC should submit a referral to the Medicaid PAL.

Complete Referral to Medicaid PAL Form
(Document on PA Tracking Log & Document on
EPSDT Service Log)

If participant chooses a new provider:

Complete Referral to Bayou Health Case Management Form
(Document on PA Tracking Log &
Document on EPSDT Service Log)

If Service not provided in the amount in PA or service not delivered at times according to PA:

Complete Referral to Bayou Health Case
Management Form (Document on PA Tracking Log
& Document on EPSDT Service Log)

If the MCO is unable to resolve within 10 days of the Referral, the SC should submit a referral to the Medicaid PAL.

Complete Referral to Medicaid PAL form.
(Document on PA Tracking Log & Document on
EPSDT Service Log)

Unable to find a provider that is willing to submit a request for a PA:

Complete Referral to Bayou Health Case Management Form
(Document on PA Tracking Log & Document on
EPSDT Service Log)

If the MCO is unable to locate a willing provider within 10 days of the Referral, the SC should submit a referral to the Medicaid PAL. Complete Referral to Medicaid PAL form.
(Document on PA Tracking Log & Document on EPSDT
Service Log)