



## **Medicaid Managed Care Ambulance Provider Issue Resolution: Non-Emergency Ambulance Transportation Services**

The table below outlines the options available to non-emergent ambulance providers for pursuing resolution of claims payment issues. Providers must first seek resolution with Modivcare directly, prior to engaging UnitedHealthcare Community Plan (UHCCP), third parties, or the Louisiana Department of Health (LDH).

LDH has published Informational Bulletin 24-04 for your reference [IB24-04\\_revised\\_04.02.24.pdf \(la.gov\)](#).

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.






Louisiana Department of Health  
 Informational Bulletin 24-4  
 April 2, 2024

**Managed Care Ambulance Provider Issue Resolution**







This bulletin outlines the options available to ambulance providers for pursuing resolution of claims payment issues. Providers must first seek resolution with the transportation broker directly, prior to engaging managed care organizations (MCO), third parties, or the Louisiana Department of Health (LDH).

**For issues related to non-emergency ambulance transportation (NEAT) service claims, contact:**

Ctrl+ Click logo to reach each broker's website						
<b>MCO</b>	Aetna Better Health of LA	AmeriHealth Caritas of LA	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
<b>CLAIM RESOLUTION</b>	<b>NEAT</b>	<b>NEAT</b>	<b>NEAT</b>	<b>NEAT</b>	<b>NEAT</b>	<b>NEAT</b>
	<b>Email:</b> <a href="mailto:Billing@meditrans.com">Billing@meditrans.com</a> <b>Phone:</b> MediTrans Provider Help Desk 844.349.4326, Option 9	<b>Phone:</b> Claims Account Representative 678.510.4590 <b>Mail:</b> VERIDA, Inc. ATTN: CFO 843 Dallas Hwy Villa Rica, GA 30180	<b>Email:</b> <a href="mailto:Billing@MediTrans.com">Billing@MediTrans.com</a>	<b>Email:</b> <a href="mailto:Billing@MediTrans.com">Billing@MediTrans.com</a> Lillian Lewis Claims Manager <a href="mailto:LLewis@meditrans.com">LLewis@meditrans.com</a> <b>Mail:</b> MediTrans Attn: Billing 102 Asma Blvd Ste. 200 Lafayette, LA 70508	<b>Phone:</b> <b>Region 1 &amp; 2:</b> Amber Dalcourt, Vendor Account Manager <a href="mailto:adalcourt@mtm-inc.net">adalcourt@mtm-inc.net</a> , 636.695.5575 <b>Region 3, 4, 5 &amp; 6:</b> Divonne Williams, Vendor Account Manager <a href="mailto:divwilliams@mtm-inc.net">divwilliams@mtm-inc.net</a> , 636.223.8017 <b>Region 7, 8 &amp; 9:</b> Sharon Williams, Vendor Account Manager, <a href="mailto:shwilliams@mtm-inc.net">shwilliams@mtm-inc.net</a> , 636.695.5570 <b>Mail:</b> MTM 3016 19th Street Metairie, LA 70002 <b>Web:</b> <a href="https://providersupport.vevo.com/hc/en-us/sections/360012351212-Louisiana">https://providersupport.vevo.com/hc/en-us/sections/360012351212-Louisiana</a>	<b>Phone:</b> Jennifer Baker 866.570.6143 Ext. 2001 <b>Email:</b> <a href="mailto:Jennifer.Baker@modivcare.com">Jennifer.Baker@modivcare.com</a> <b>Website:</b> <a href="http://www.modivcare.com/facilities/la">www.modivcare.com/facilities/la</a>







## Claim Appeal: Ambulance Provider Issue Escalation and Resolution

The following chart outlines procedures for non-emergency ambulance transportation (NEAT) claim appeals.

Ctrl+ Click logo to reach each broker's website						
<b>MCO</b>	Aetna Better Health of Louisiana	AmeriHealth Caritas of Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
<b>CLAIM APPEAL</b>	NEAT	NEAT	NEAT	NEAT	NEAT	NEAT
Time Requirements	An appeal must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will made by the broker within 30 days of receipt.</b>	Provider has 365 days from the date of denial to correct and resubmit denied claims.  An appeal must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will made by the broker within 30 days of receipt.</b>	An appeal must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will made by the broker within 30 days of receipt.</b>	An appeal must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will made by the broker within 30 days of receipt.</b>	An appeal must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will made by the broker within 30 days of receipt.</b>  Provider has 30 days from the date of occurrence to submit a claim appeal.	Claim appeal must be <b>received within 60 calendar days</b> of the date of the determination letter from the original request for claim reconsideration. <b>A determination will be made by the MCO within 30 calendar days of receipt.</b>
How to Submit	Request may be submitted in writing or through the web portal (if applicable).					

## Claim Appeal: Ambulance Provider Issue Escalation and Resolution







The following chart outlines procedures for NEAT claim appeals.

Ctrl+ Click logo to reach each broker's website						
<b>MCO</b>	Aetna Better Health of Louisiana	AmeriHealth Caritas of Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	United Healthcare Community Plan
<b>CLAIM APPEAL</b>	NEAT	NEAT	NEAT	NEAT	NEAT	NEAT
	<p><b>Email:</b> <a href="mailto:billing@meditrans.com">billing@meditrans.com</a></p> <p><b>Mail:</b> MediTrans 102 Asma Blvd. Ste. 200 Lafayette, LA 70508</p>	<p><b>Email:</b> <a href="mailto:claimdispute@verida.com">claimdispute@verida.com</a></p> <p><b>Mail:</b> VERIDA, Inc. ATTN: CFO 843 Dallas Hwy Villa Rica, GA 30180</p>	<p><b>Email:</b> Lillian Lewis – Claims Manager <a href="mailto:LLewis@MediTrans.com">LLewis@MediTrans.com</a></p> <p><b>Mail:</b> MediTrans 102 Asma Blvd. Ste. 200 Lafayette, LA 70508</p>	<p><b>Email:</b> <a href="mailto:Appeals@meditrans.com">Appeals@meditrans.com</a></p> <p><b>Mail:</b> MediTrans 102 Asma Blvd. Ste. 200 Lafayette, LA 70508</p> <p><b>Escalations:</b> <a href="mailto:Providers@meditrans.com">Providers@meditrans.com</a> (Subject Line: Appeal Escalation)</p>	<p><b>Email:</b> Jason Loftin – Transportation &amp; Logistics Manager <a href="mailto:JLoftin@mtm-inc.net">JLoftin@mtm-inc.net</a></p> <p><b>Mail:</b> MTM 3016 19<sup>th</sup> St. Metairie, LA 70002</p>	<p><b>Email:</b> <a href="mailto:phxopsspecialist@modivcare.com">phxopsspecialist@modivcare.com</a></p> <p><b>Mail:</b> Modivcare Solutions LLC – Claims 2602 S 47th St., Ste. 100 Phoenix, AZ 85034</p> <p><b>Website:</b> <a href="https://www.modivcare.com/facilities/la">https://www.modivcare.com/facilities/la</a></p>

## MCO Escalation







### The following chart outlines procedures for MCO escalation for NEAT services

LDH and MCOs recognize there will be instances when a provider may desire to escalate issue resolution to the attention of LDH or the MCOs' executive teams. While the above chart is specific to claim issue resolution, the following options are available for resolution of all issue types, including claims.

Ctrl+ Click logo to reach each MCO's provider website						
<b>Formal Complaint</b>	<b>Phone:</b> 855.242.0802 <b>Email:</b> <a href="mailto:LAAppealsandGrievances@aetna.com">LAAppealsandGrievances@aetna.com</a> <b>Mail:</b> Aetna Better Health of LA P.O. Box 81040 5801 Postal Rd Cleveland, OH 44181	<b>Phone:</b> 888.922.0007 <b>Email:</b> <a href="mailto:network@amerihealthcaritasla.com">network@amerihealthcaritasla.com</a> <b>Mail:</b> Attn: Provider Complaints AmeriHealth Caritas LA P.O. Box 7323 London, KY 40742 <b>Website:</b> <a href="https://identity.navinet.net/">https://identity.navinet.net/</a>	<b>Phone:</b> 844.521.6942 <b>Email:</b> <a href="mailto:laprovidercomp@healthyblue.com">laprovidercomp@healthyblue.com</a> <b>Mail:</b> Healthy Blue 10000 Perkins Rowe Suite G-510 Baton Rouge, LA 70810 <b>Website:</b> <a href="https://provider.healthyblue.com/docs/gpp/LA_CAID_ProviderComplaintSubmissionForm.pdf?v=202208181706">https://provider.healthyblue.com/docs/gpp/LA_CAID_ProviderComplaintSubmissionForm.pdf?v=202208181706</a>	<b>Phone:</b> 800.448.3810 <b>Email:</b> <a href="mailto:humanahealthyhorizonslouisiana@humana.com">humanahealthyhorizonslouisiana@humana.com</a> <b>Mail:</b> Humana Healthy Horizons in LA 1 Galleria Blvd. Suite 1000 Metairie, LA 70001	<b>Phone:</b> 866.595.8133 <b>Email:</b> <a href="mailto:providercomplaints@louisianahealthconnect.com">providercomplaints@louisianahealthconnect.com</a> <b>Mail:</b> Louisiana Healthcare Connections Attn: Provider Complaints P.O. Box 84180 Baton Rouge, LA 70884	<b>Phone:</b> 504.849.1567 <b>Email:</b> <a href="mailto:latransportation@uhc.com">latransportation@uhc.com</a> <a href="mailto:laproviders@uhc.com">laproviders@uhc.com</a> <b>Mail:</b> United Healthcare Community Plan 3838 N. Causeway Blvd. Suite 2600 Metairie, LA 70002 <b>By web chat:</b> <a href="https://www.uhcprovider.com/en/contact-us.html">https://www.uhcprovider.com/en/contact-us.html</a>
<b>Management Level Contacts</b>	<b>Stella Joseph</b> Senior Manager, Complaints and Appeals <a href="mailto:JosephS4@aetna.com">JosephS4@aetna.com</a>	<b>Bridgette S. Robertson</b> Manager, Network Operations <a href="mailto:brobertson@amerihealthcaritasla.com">brobertson@amerihealthcaritasla.com</a>	<b>Erin Williams</b> Program Director, Operations <a href="mailto:Erin.Williams@healthyblue.com">Erin.Williams@healthyblue.com</a>	<b>Alicia Coleman</b> Associate Director, Provider Contracting <a href="mailto:acoleman9@humana.com">acoleman9@humana.com</a>	<b>Candace Kliesch</b> Director of Compliance <a href="mailto:Candace.H.Kliesch@louisianahealthconnect.com">Candace.H.Kliesch@louisianahealthconnect.com</a>	<b>Retresha Ambrose</b> Operations Manager <a href="mailto:retresha_ambrose@uhc.com">retresha_ambrose@uhc.com</a>
<b>Executive Level Contacts</b>	<b>Jess Hall</b> CEO <a href="mailto:HallJ1@aetna.com">HallJ1@aetna.com</a>	<b>Kelli Nolan</b> Director, Network Operations <a href="mailto:tnolan@amerihealthcaritasla.com">tnolan@amerihealthcaritasla.com</a>	<b>Janel Gary</b> COO <a href="mailto:Janel.Gary@healthyblue.com">Janel.Gary@healthyblue.com</a>	<b>Tish Anderson</b> COO <a href="mailto:LAnderson55@humana.com">LAnderson55@humana.com</a>	<b>Joe Sullivan</b> CEO <a href="mailto:Joe.M.Sullivan@louisianahealthconnect.com">Joe.M.Sullivan@louisianahealthconnect.com</a>	<b>Yolanda Hubbard</b> Associate Director <a href="mailto:Yolanda_m_hubbard@uhc.com">Yolanda_m_hubbard@uhc.com</a> <b>Susan Mieras</b> Director of Operations <a href="mailto:Susan_j_mieras@uhc.com">Susan_j_mieras@uhc.com</a>
<b>LDH ESCALATION</b>	If a provider is unable to reach satisfactory resolution or receive a timely response through the MCO escalation process, contact LDH using the information below.					
<b>How to Submit</b>	Email LDH staff at <a href="mailto:MedicaidTransportation@la.gov">MedicaidTransportation@la.gov</a> . Always include details on attempts to resolve the issue at the MCO level, as well as contact information (contact name, provider name, email and phone number), so that LDH staff can follow up with any questions.					

## Independent Review

In conjunction with the above claim dispute grid, independent review is another option for resolution of NEAT claim disputes.

						
<p><b>INDEPENDENT REVIEW</b></p>	<p>The Independent Review process may be initiated after claim denial.</p> <p><b>Note: Per House Bill No. 492 Act No. 349, an adverse determination involved in litigation or arbitration or not associated with a Medicaid enrollee shall not be eligible for independent review.</b></p>					
	<ul style="list-style-type: none"> <li>• The Independent Review process was established by La-RS 46:460.81, et seq. to resolve claims disputes when a provider believes an MCO has partially or totally denied claims incorrectly. An MCO's failure to send a provider a Remittance Advice or other written or electronic notice either partially or totally denying a claim within 60 days of the MCO's receipt of the claim is considered a claims denial.</li> <li>• Independent Review is a two-step process which may be initiated by submitting an Independent Review Reconsideration Request Form to the MCO within 180 calendar days of the Remittance Advice paid, denial, or recoupment date. Request forms are available on MCO websites or at the link below.</li> <li>• If a provider remains dissatisfied with the outcome of an Independent Review Reconsideration Request, the provider may submit an Independent Review Request Form to LDH within 60 calendar days of the MCO's decision. Request form available at the link below.</li> <li>• Effective Jan. 1, 2018 there is a \$750 fee associated with an independent review request. If the independent reviewer decides in favor of the provider, the MCO is responsible for paying the fee. Conversely, if the independent reviewer finds in favor of the MCO, the provider is responsible for paying the fee.</li> <li>• SIU post-payment reviews are not considered claims denials or underpayment disputes, therefore, SIU findings are exempt from the Independent Review Process.</li> <li>• Additional detailed information and copies of above referenced forms are available at: <a href="http://ldh.la.gov/index.cfm/page/2982">http://ldh.la.gov/index.cfm/page/2982</a>.</li> </ul>					

## Medicaid Managed Care Ambulance Provider Issue Resolution: Emergency Medical Transportation Services

This bulletin outlines the options available to ambulance providers for pursuing resolution of claims payment issues. Providers must first seek resolution with the transportation broker directly, prior to engaging MCOs, third parties, or LDH.

**For issues related to emergency medical transportation (EMT) service claims, contact:**

Ctrl+ Click logo to reach each broker's website						
<p><b>CLAIM RESOLUTION</b></p> <p><b>EMT</b></p>	<p><b>Phone:</b> 855.242.0802  <b>Email:</b> <a href="mailto:LAAppeals@grievances@aetna.com">LAAppeals@grievances@aetna.com</a>  <b>Mail:</b>  Aetna Better Health of Louisiana  P.O. Box 81040  5801 Postal Rd  Cleveland, OH 44181</p>	<p><b>Phone:</b> 888.922.0007  <b>Email:</b> <a href="mailto:network@amerihealthcaritasla.com">network@amerihealthcaritasla.com</a>  <b>Mail:</b>  AmeriHealth Caritas Louisiana  P.O. Box 7323  London, KY 40742  <b>By web:</b>  <a href="http://amerihealthcaritasla.com/provider/resources/navinet/index.aspx">http://amerihealthcaritasla.com/provider/resources/navinet/index.aspx</a></p>	<p><b>Phone:</b> 844.521.6942  <b>Mail:</b>  Healthy Blue  Provider Payment Disputes  P.O. Box 61599  Virginia Beach, VA 23466-1599</p>	<p><b>Phone:</b> 800.448.3810  <b>Email:</b> <a href="mailto:lamedicaidproviderrelations@humana.com">lamedicaidproviderrelations@humana.com</a>  <b>Mail:</b>  Humana Healthy Horizons in Louisiana  Provider Reconsiderations  P.O. Box 14601  Lexington, KY 40512-4601  <b>Website:</b>  Availity.com</p>	<p><b>Phone:</b> 866.595.8133  <b>Email:</b> <a href="mailto:ContactUsProviderLA@Centene.com">Contact Us Provider LA@Centene.com</a>  <b>Mail:</b>  Louisiana Healthcare Connections  ATTN: Claims  P.O. Box 4040  Farmington, MO 63640-3826</p>	<p><b>Phone:</b> 866.675.1607  <b>Email:</b> <a href="mailto:southeastprteam@uhc.com">southeastprteam@uhc.com</a>  <a href="mailto:laproviders@uhc.com">laproviders@uhc.com</a>  <b>By web chat:</b>  <a href="https://www.uhcprovider.com/en/contact-us.html">https://www.uhcprovider.com/en/contact-us.html</a></p>
<p><b>Time Requirements</b></p>	<p>An appeal must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will be made by the broker within 30 days of receipt.</b></p>	<p>Provider has 180 days from the date of denial to correct and resubmit denied claims.</p> <p>An appeal must be <b>received within 30 calendar days</b> of the date on the determination letter from the original.</p>	<p>Request for claim reconsideration review must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will be made by the MCO within 30 days of receipt.</b> Request for claim appeal must be <b>received within 30 calendar days</b> of the date on the determination letter from the original request for claim reconsideration. <b>A determination will be made by the MCO within 30 calendar days of receipt.</b></p>	<p>Request for claim reconsideration review must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will be made by the MCO within 30 days of receipt.</b> Request for claim appeal must be <b>received within 30 calendar days</b> of the date on the determination letter from the original request for claims reconsideration. <b>A determination will be made by Humana within 30 calendar days of receipt.</b></p>	<p>An appeal must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will be made by the broker within 30 days of receipt.</b></p>	<p>Claim appeal must be <b>received within 60 calendar days</b> of the date of the determination letter from the original request for claim reconsideration. <b>A determination will be made by the MCO within 30 calendar days of receipt.</b></p>
<p><b>How to Submit</b></p>	<p>Request may be submitted in writing or through the web portal (if applicable).</p>					

## Claim Appeal: Ambulance Provider Issue Escalation and Resolution

The following chart outlines procedures for EMT claim appeals.







Ctrl+ Click logo to reach each broker's website						
<b>CLAIM APPEAL</b>	<b>EMT</b>	<b>EMT</b>	<b>EMT</b>	<b>EMT</b>	<b>EMT</b>	<b>EMT</b>
	<p><b>Email:</b>  <a href="mailto:LAAppeals@grievances@aetna.com">LAAppeals@grievances@aetna.com</a></p> <p><b>Mail:</b>            Aetna Better Health of Louisiana            PO Box 81040            5801 Postal Rd            Cleveland, OH 44181</p> <p><b>Website:</b> <a href="http://www.availity.com">www.availity.com</a></p>	<p><b>Mail:</b>            AmeriHealth Caritas Louisiana            ATTN: Provider Disputes            P.O. Box 7323            London, KY 40742</p>	<p><b>Mail:</b>            Healthy Blue            Payment Dispute Unit            P.O. Box 61599            Virginia Beach, VA 23466-1599</p> <p><b>Website:</b>  <a href="http://www.availity.com">www.availity.com</a></p>	<p><b>Mail:</b>            Humana Healthy Horizons in Louisiana            Provider Appeals            P.O. Box 14601            Lexington, KY 40512-4601</p> <p><b>Website:</b>  <a href="http://www.availity.com">www.availity.com</a></p>	<p><b>Email:</b>  <a href="mailto:Contact_Us_Provider_LA@Centene.com">Contact Us Provider LA@Centene.com</a></p> <p><b>Mail:</b>            Louisiana Healthcare Connections            ATTN: Claims            P.O. Box 4040            Farmington, MO 63640-3826</p>	<p><b>Mail:</b>            United Healthcare Community Plan            ATTN: Second Level Appeal            P.O. Box 31364            Salt Lake City, UT 84131</p>



## MCO Escalation







### The following chart outlines procedures for MCO escalation for EMT services

LDH and MCOs recognize there will be instances when a provider may desire to escalate issue resolution to the attention of LDH or the MCOs' executive teams. While the above chart is specific to claim issue resolution, the following options are available for resolution of all issue types, including claims.

Ctrl+ Click logo to reach each MCO's provider website						
<b>MCO ESCALATION</b>  <b>Formal Complaint</b>	<b>Phone:</b> 855.242.0802 <b>Email:</b> <a href="mailto:LAAppealsandGrievances@aetna.com">LAAppealsandGrievances@aetna.com</a> <b>Mail:</b> Aetna Better Health of LA P.O. Box 81040 5801 Postal Rd Cleveland, OH 44181	<b>Phone:</b> 888.922.0007 <b>Email:</b> <a href="mailto:network@amerihealthcaritasla.com">network@amerihealthcaritasla.com</a> <b>Mail:</b> Attn: Provider Complaints AmeriHealth Caritas LA P.O. Box 7323 London, KY 40742 <b>Website:</b> <a href="https://identity.navinet.net/">https://identity.navinet.net/</a>	<b>Phone:</b> 844.521.6942 <b>Email:</b> <a href="mailto:laprovidercomp@healthyblue.com">laprovidercomp@healthyblue.com</a> <b>Mail:</b> Healthy Blue 10000 Perkins Rowe Suite G-510 Baton Rouge, LA 70810 <b>Website:</b> <a href="https://provider.healthyblue.com/docs/gpp/LA_CAID_ProviderComplaintSubmissionForm.pdf?v=202208181706">https://provider.healthyblue.com/docs/gpp/LA_CAID_ProviderComplaintSubmissionForm.pdf?v=202208181706</a>	<b>Phone:</b> 800.448.3810 <b>Email:</b> <a href="mailto:humanahealthyhorizonslouisiana@humana.com">humanahealthyhorizonslouisiana@humana.com</a> <b>Mail:</b> Humana Healthy Horizons in Louisiana 1 Galleria Blvd. Suite 1000 Metairie, LA 70001	<b>Phone:</b> 866.595.8133 <b>Email:</b> <a href="mailto:providercomplaints@louisianahealthconnect.com">providercomplaints@louisianahealthconnect.com</a> <b>Mail:</b> Louisiana Healthcare Connections Attn: Provider Complaints P.O. Box 84180 Baton Rouge, LA 70884	<b>Phone:</b> 504.849.1567 <b>Email:</b> <a href="mailto:latransportation@uhc.com">latransportation@uhc.com</a> <a href="mailto:laproviders@uhc.com">laproviders@uhc.com</a> <b>Mail:</b> United Healthcare Community Plan 3838 N. Causeway Blvd. Ste. 2600 Metairie, LA 70002 <b>By web chat:</b> <a href="https://www.uhcprovider.com/en/contact-us.html">https://www.uhcprovider.com/en/contact-us.html</a>
<b>Management Level Contacts</b>	<b>Courtney Lewis</b> Lead Director, Provider Relations <a href="mailto:LewisC8@aetna.com">LewisC8@aetna.com</a>	<b>Bridgette S. Robertson</b> Manager, Network Operations <a href="mailto:brobertson@amerihealthcaritasla.com">brobertson@amerihealthcaritasla.com</a>	<b>Erin Williams</b> Program Director, Operations <a href="mailto:Erin.Williams@healthyblue.com">Erin.Williams@healthyblue.com</a>	<b>Alicia Coleman</b> Associate Director, Provider Contracting <a href="mailto:acoleman9@humana.com">acoleman9@humana.com</a>	<b>Jennifer Pinkins</b> Director, Claim and Contract Support Services <a href="mailto:Jennifer.P.Pinkins@louisianahealthconnect.com">Jennifer.P.Pinkins@louisianahealthconnect.com</a>	<b>Retresha Ambrose</b> Operations Manager <a href="mailto:retresha_ambrose@uhc.com">retresha_ambrose@uhc.com</a>
<b>Executive Level Contacts</b>	<b>Jess Hall</b> CEO <a href="mailto:HallJ1@aetna.com">HallJ1@aetna.com</a>	<b>Kelli Clement</b> Director, Network Operations <a href="mailto:kclement@amerihealthcaritasla.com">kclement@amerihealthcaritasla.com</a>	<b>Janel Gary</b> COO <a href="mailto:janel.Gary@healthyblue.com">janel.Gary@healthyblue.com</a>	<b>Tish Anderson</b> COO <a href="mailto:LAnderson55@humana.com">LAnderson55@humana.com</a>	<b>Joseph Tidwell</b> VP, Network and Contracting <a href="mailto:jotidwell@centene.com">jotidwell@centene.com</a>	<b>Yolanda Hubbard</b> Associate Director <a href="mailto:Yolanda_m_hubbard@uhc.com">Yolanda_m_hubbard@uhc.com</a> <b>Susan Mieras</b> Director of Operations <a href="mailto:Susan_j_mieras@uhc.com">Susan_j_mieras@uhc.com</a>
<b>LDH ESCALATION</b>	If a provider is unable to reach satisfactory resolution or receive a timely response through the MCO escalation process, contact LDH using the information below.					
<b>How to Submit</b>	Email LDH staff at <a href="mailto:MedicaidTransportation@la.gov">MedicaidTransportation@la.gov</a> . Always include details on attempts to resolve the issue at the MCO level, as well as contact information (contact name, provider name, email and phone number) so that LDH staff can follow up with any questions.					

## Independent Review

In conjunction with the above claim dispute grid, independent review is another option for resolution of EMT claim disputes.

	 <small>AETNA BETTER HEALTH<sup>SM</sup> OF LOUISIANA</small>					
<b>INDEPENDENT REVIEW</b>	<p style="text-align: center;">The Independent Review process may be initiated after claim denial.</p> <p style="text-align: center;"><b>Note: Per House Bill No. 492 Act No. 349, an adverse determination involved in litigation or arbitration or not associated with a Medicaid enrollee shall not be eligible for independent review.</b></p>					
	<ul style="list-style-type: none"> <li>• The Independent Review process was established by La-RS 46:460.81, et seq. to resolve claims disputes when a provider believes an MCO has partially or totally denied claims incorrectly. An MCO's failure to send a provider a Remittance Advice or other written or electronic notice either partially or totally denying a claim within 60 days of the MCO's receipt of the claim is considered a claims denial.</li> <li>• Independent Review is a two-step process which may be initiated by submitting an Independent Review Reconsideration Request Form to the MCO within 180 calendar days of the Remittance Advice paid, denial, or recoupment date. Request forms are available on MCO websites or at the link below.</li> <li>• If a provider remains dissatisfied with the outcome of an Independent Review Reconsideration Request, the provider may submit an Independent Review Request Form to LDH within 60 calendar days of the MCO's decision. Request form available at the link below.</li> <li>• Effective Jan. 1, 2018 there is a \$750 fee associated with an independent review request. If the independent reviewer decides in favor of the provider, the MCO is responsible for paying the fee. Conversely, if the independent reviewer finds in favor of the MCO, the provider is responsible for paying the fee.</li> <li>• SIU post-payment reviews are not considered claims denials or underpayment disputes, therefore, SIU findings are exempt from the Independent Review Process.</li> <li>• Additional detailed information and copies of above referenced forms are available at: <a href="http://ldh.la.gov/index.cfm/page/2982">http://ldh.la.gov/index.cfm/page/2982</a>.</li> </ul>					