



Transportation Issue Resolution for Medicaid Providers

LDH has available options for pursuing resolutions of transportation claim payment issues. Before contacting LDH, UnitedHealthcare Community Plan (UHC), or third-party vendors, providers should attempt to resolve issues with the transportation brokers directly.

Please refer to the contact information below for the following issues:








UHC Transportation claims issues:

- UnitedHealthcare Community Plan 1-866-570-6142 EXT. 2001 jennifer.baker@modivcare.com








If UHC, LDH or its subcontractors discover an error when a claim adjudicates, the claim will be reprocessed within 15 calendar days of discovery. If UHC cannot meet this time frame, LDH will approve a specified date. UHC will automatically recycle all affected claims and not require the provider to resubmit.

LDH has published [Informational Bulletin 21-2](#) for your reference - [IB21-02.pdf \(la.gov\)](#)
Questions or concerns regarding the bulletin can be addressed by Katie Andrepont at Katie.e.andrepont@la.gov.

For issues related to transportation claims, contact:

Ctrl+Click logo to reach each broker's website					 	
MCO	Aetna Better Health of Louisiana	Amerihealth Caritas of Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	United Healthcare Community Plan
CLAIM RESOLUTION						
	By email: Billing Department Billing@MediTrans.com	By phone: 470-819-4349 By email: claimdispute@verida.com	By email: Billing Department Billing@MediTrans.com	By email: Billing Department Billing@MediTrans.com	By phone: Shiva Nagalingam 504-344-4454 By email: snagalingam@mtm-inc.net By web: https://providersupport.veyo.com/hc/en-us/requests/new?ticket_form_id=187746	By phone: Jennifer Baker 866-570-6143 Ext. 2001 By email: Jennifer.Baker@modivcare.com By web: www.logisticare.com/provider-concerns

Transportation provider issue escalation and resolution – claim appeals:

					 	
CLAIM APPEAL						
Time Requirements	An appeal must be received from the provider within 180 calendar days of the Remittance Advice paid date or original denial date. A determination will be made by the broker within 30 days of receipt.					
How to Submit	Request may be submitted in writing or through the web portal (if applicable).					
	By email: Appeals@meditrans.com By mail: MediTrans ATTN: Billing 102 Asma Blvd. Suite 200 Lafayette, LA 70508 Escalations: Providers@meditrans.com (Subject Line: Appeal Escalation)	By email: claimdispute@verida.com By mail: VERIDA, Inc ATTN: CFO 843 Dallas Hwy Villa Rica, GA 30180 By web: https://myverida.com/facilities-file-a-complaint-form/	By email: Appeals@meditrans.com By mail: MediTrans ATTN: Billing 102 Asma Blvd. STE 200 Lafayette, LA 70508 Escalations: Providers@meditrans.com (Subject Line: Appeal Escalation)	By email: Appeals@meditrans.com By mail: MediTrans ATTN: Billing 102 Asma Blvd. STE 200 Lafayette, LA 70508 Escalations: Providers@meditrans.com (Subject Line: Appeal Escalation)	By email: Amber Dalcourt, Vendor Account Manager adalcourt@mtm-inc.net Divonne Williams, Vendor Account Manager divwilliams@mtm-inc.net By mail: Veyo 3016 19th Street Metairie, LA 70002 By web: https://providersupport.veyo.com/hc/en-us/sections/360012351212-Louisiana	By email: phxopsspecialist@modivcare.com By mail: Modivcare Solutions LLC – Claims 2602 S 47th St, Ste 100 Phoenix, AZ 85034 By web: http://www.logisticare.com/provider-concerns

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. If a provider is unable to reach satisfactory resolution or get a timely response through the MCO escalation process, direct contact with LDH is also an option.

The following chart outlines provider complaint and escalation contacts for each MCO and LDH:

Ctrl+Click logo to reach each MCO's provider website	 AETNA BETTER HEALTH® OF LOUISIANA		 Healthy Blue			
MCO ESCALATION						
Formal Complaint	<p>By phone: 1-855-242-0802 By email: LAProvider@aetna.com By mail: Aetna Better Health of Louisiana 2400 Veterans Memorial Blvd. Suite 200 Kenner, LA 70062</p>	<p>By phone: 1-225-300-9112 By email: brobertson@amerihealthcaritasla.com By mail: AmeriHealth Caritas Louisiana PO Box 7323 London, KY 40742</p>	<p>By phone: 1-844-521-6942 or 1-504-836-8888 By email: lprovidercomp@healthybluel.com By mail: Healthy Blue 10000 Perkins Rowe Suite G-510 Baton Rouge, LA 70810 By web: https://provider.healthybluel.com/docs/gpp/LA_CAID_ProviderComplaintSubmissionForm.pdf?v=202208181706</p>	<p>By phone: 800-448-3810 By email: humanahealthyhorizonslouisiana@humana.com By mail: Humana Healthy Horizons 1 Galleria Blvd. Suite 1200 Metairie, LA 70001</p>	<p>By phone: 1-866-595-8133 By email: providercomplaints@louisianahealthconnect.com By mail: Louisiana Healthcare Connections 8585 Archives Ave, Suite 310 Baton Rouge, LA 70809</p>	<p>By phone: 504-849-1567 By email: latransportation@uhc.com By mail: United Healthcare Community Plan 3838 N. Causeway Blvd. Suite 2600 Metairie, LA 70002</p>
Management Level Contacts	<p>Stella Joseph Manager of Appeal and Grievance LAAppealsandGrievances@aetna.com</p>	<p>Kyle Godfrey COO tgodfrey@amerihealthcaritasla.com</p>	<p>Amber Earwood Program Director, Operations Amber.Earwood@healthybluel.com</p>	<p>Cathy Burns Director, Provider Engagement CBurns25@humana.com</p>	<p>Candace Kliesch Director of Operations Candace.H.Kliesch@louisianahealthconnect.com</p>	<p>Yolanda Hubbard Operations Manager Yolanda_M_Hubbard@uhc.com Retresha Ambrose Operations Manager Retresha_ambrose@uhc.com</p>
Executive Level Contacts	<p>Richard Born CEO BornR@aetna.com</p>	<p>Kyle Viator CEO kviator@amerihealthcaritasla.com</p>	<p>Janel Gary COO Janel.Gary@healthybluel.com</p>	<p>Tish Anderson COO LAnderson55@humana.com</p>	<p>Joe Sullivan COO Joe.M.Sullivan@louisianahealthconnect.com</p>	<p>Susan Mieras Director of Operations Susan_j_Mieras@uhc.com</p>
LDH ESCALATION	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.					
How to Submit	E-mail LDH at MedicaidTransportation@la.gov Always include details on attempts to resolve the issue at the MCO level, as well as contact information (contact name, provider name, e-mail and phone number) so that LDH staff can follow up with any questions.					