

CHAPTER 4: APPLIED BEHAVIOR ANALYSIS

APPENDIX A: CONTACT INFORMATION

CONTACT INFORMATION

Type of Assistance	Contact Information
Electronic Prior Authorization User Guide	<a href="http://www.lamedicaid.com/ProvWeb1/Forms/UserGuides/ePAHelp.pdf">http://www.lamedicaid.com/ProvWeb1/Forms/UserGuides/ePAHelp.pdf</a>
Prior Authorization Liaison Prior Authorization Unit Provider Enrollment Unit Provider Relations Unit	Contact Your Healthy Louisiana Plan:  <a href="#">Aetna Better Health</a> 1-855-242-0802 TTY: 711 Available 24 hours a day, 7 days a week  <a href="#">Healthy Blue</a> 1-844-521-6941 TTY: 711 Available Monday – Friday, 7:00 a.m. - 7:00 p.m.  <a href="#">AmeriHealth Caritas</a> 1-888-756-0004 TTY: 1-866-428-7588 Available 24 hours a day, 7 days a week.  <a href="#">Louisiana Healthcare Connections</a> 1-866-595-8133 TTY: 1-877-4285-4514 Available Monday – Friday, 7:00 a.m. – 7:00 p.m.  <a href="#">United Healthcare</a> 1-866-675-1607 TTY: 1-877-4285-4514 Available Monday – Friday, 7:00 a.m. – 7:00 p.m.
Recipient Eligibility Verification System (REVS)	Phone: (225) 216-7387 or 1-800-766-6323
Bureau of Health Services Financing	1-888-758-2220
Division of Administrative Law Health and Hospitals Section	Division of Administrative Law – Health and Hospitals Section P. O. Box 4189 Baton Rouge, LA 70821-4189 Phone: (225) 342-0443 Fax: (225) 219-0443 Phone for oral appeals: (225) 342-5800