



FAX

To: All Aetna Better Health of Louisiana Hospital Providers

Date: April 16, 2018

Request: Please submit all delivery claims.

Aetna Better Health of Louisiana is requesting hospitals submit all delivery claims, even if Aetna Better Health is the secondary insurance carrier.

Submitting all delivery claims will ensure:

1. proper reporting of encounters;
2. a patient-centered medical home has been identified for mom and baby; and
3. all relevant diagnostic codes have been captured for the health plan to coordinate adequate care of mom and baby.

Please be advised, timely filing for the State of Louisiana is 365 days from date of service. Therefore, we are requesting that you submit claims for deliveries that have occurred in the last 365 days.

If there are any questions or concerns, please contact your provider relations liaison (chart below) or our Aetna Better Health of Louisiana Provider Relations line by calling **1-855-242-0802**, and **selecting option 2** then **option 6**.

Aetna Better Health® of Louisiana Program Service Area		
Region	Provider Relations Liaison and Email Address	Phone number
1	Kathleen Dickerson DickersonK2@aetna.com	504-462-9986
2	Aieta Davis DavisA12@aetna.com	225-316-3106
3	Eve Serbert SerbertE@aetna.com	504-220-1413
4	Brandy Wilson WilsonB8@aetna.com	504-264-4016
5	Adrian Lozano LozanoA@aetna.com	504-402-3417
6	Jennifer Thurman ThurmanJ@aetna.com	318-413-0725
7	Chemeka Turner TurnerC7@aetna.com	318-349-6493
8	Chemeka Turner TurnerC7@aetna.com	318-349-6493
9	Marion Dunn DunnM7@aetna.com	504-444-6569

Thank you,

Aetna Better Health of Louisiana