

Aetna Better Health® of Louisiana

Our Provider Services Department serves as a liaison between the health plan and the provider community. Each Louisiana Department of Health Region in the state has one or more regional representatives.

Aetna Better Health of Louisiana Provider Service Area Regional Representatives

Name	Phone	Email	Region(s)	Parishes	Provider Groups/ Hospitals
Kellie Hebert	985-348-5763	HebertK@aetna.com			Ochsner Health System- Statewide, LSU statewide state complaints/ inquiries, appeals
Kathyrn Kuntz	985-201-4093	Kuntzk1@aetna.com	1		
Adrian Lozano	504-402-3417	LozanoA@aetna.com	4		
Eve Serbert	504-220-1413	SerbertE@aetna.com	2		
Jennifer Thurman	318-413-0725	ThurmanJ@aetna.com	6 & 8 (North)	Union, Lincoln, Jackson, East/ West Carroll, Morehouse	
Kathleen Dickerson	504-462-9986	DickersonK2@aetna.com	5		
Brandy Wilson	504-264-4016	WilsonB8@aetna.com	9		
Christine Duke	318-207-8827	DukeC2@aetna.com	7 & 8 (south)	Ouachita, Franklin, Caldwell, Tensas, Madison, Richland	
Keiwana Hymel	504-264-8445	HymelK@aetna.com	3		
Marion Dunn	504-444-6569	Dunnm7@aetna	Provider Relations		

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General Provider Relation Inquiries: LProvider@aetna.com