



Aetna Better Health® of Louisiana

## Aetna Better Health of Louisiana Provider Quick Reference

This guide is intended to be used for quick reference. For detailed information, refer to the Provider Manual located at [www.aetnabetterhealth.com/louisiana](http://www.aetnabetterhealth.com/louisiana).

Aetna Better Health of Louisiana Leadership	
Rick Born ( <a href="mailto:Bornr@aetna.com">Bornr@aetna.com</a> )	Chief Executive Officer
Howard Abugow ( <a href="mailto:abugowh@aetna.com">abugowh@aetna.com</a> )	Chief Financial Officer
Andre Greenwood ( <a href="mailto:Greenwooda1@aetna.com">Greenwooda1@aetna.com</a> )	Interim Chief Operations Officer
Madelyn Meyn ( <a href="mailto:Meynm@aetna.com">Meynm@aetna.com</a> )	Chief Medical Officer
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Kelly Gay ( <a href="mailto:Gayk@aetna.com">Gayk@aetna.com</a> )	Behavioral Health Director
Courtney Lewis ( <a href="mailto:Lewisc8@aetna.com">Lewisc8@aetna.com</a> )	Provider Relations Director
Tiffanie Lemonds ( <a href="mailto:Lemondst@aetna.com">Lemondst@aetna.com</a> )	Provider Relations Manager

Secure Provider Web Portal (Eligibility verification, Data Access, Claim Inquiries, Auto Authorization)	
<b>Portal Registration</b>	Portal Registration: <a href="https://www.availity.com/Essentials-Portal-Registration">https://www.availity.com/Essentials-Portal-Registration</a> Existing Providers: <a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a>

To **join our network** please visit <https://www.aetnabetterhealth.com/louisiana/providers/join-network.html>

Quick Reference Aetna Better Health of Louisiana Electronic Claims Payer ID:128LA	
<b>Claim Inquiries</b>	Call our Claims Investigation and Research Department (CICR) at 1-855-242-0802
<b>Prior Authorizations</b>	A prior authorization can be submitted by: <ul style="list-style-type: none"> <li>• Provider Web Portal</li> <li>• Fax- 1-844-227-9205</li> <li>• Toll free 1-855-242-0802</li> </ul> Behavioral Health: <ul style="list-style-type: none"> <li>• Fax 1-844-634-1109</li> <li>• <a href="mailto:AentaBetterHealthofLA-CMREFERRAL@aetna.com">AentaBetterHealthofLA-CMREFERRAL@aetna.com</a></li> </ul>

<b>Grievances and Appeals</b>	Call: 1-855-242-0802 Email: <a href="mailto:LAAppealsandGrievances@aetna.com">LAAppealsandGrievances@aetna.com</a> Fax: 1-860-607-7657 Write: Aetna Better Health of Louisiana Grievance and Appeals Department PO Box 81040 5801 Postal Road   Cleveland, OH 44181
<b>Provider Relations</b>	1-855-242-0802