

June 2020

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, Informational Bulletins, and Health Plan Advisories, and would like to remind providers to refer to these publications when submitting claims. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

We remind you that:

- all in-network providers (including individuals, groups, and facilities) must have a taxonomy code registered with ABHLA.
- providers with a single taxonomy code are not required to submit a taxonomy code on a claim if their taxonomy code is on file with ABHLA and matches our provider registry.
- providers with multiple specialties who have submitted multiple taxonomy codes to ABHLA, must ensure they specify the correct taxonomy code for the service rendered on submitted claims.
- when a taxonomy code is submitted with a claim, it must match the taxonomy code on the ABHLA provider registry.
- providers should periodically review and update their taxonomy code(s) with the [National Plan & Provider Enumeration System \(NPPES\)](#).

Provider claims may be voided if:

- the provider does not have a taxonomy code on file with ABHLA.
- the taxonomy code submitted on a claim does not match the taxonomy code on file with ABHLA.

For additional information about taxonomy codes, please see:

- [Louisiana Medicaid UB-04 Billing Instructions](#) (for hospitals)
- [NPPES Provider Taxonomy](#) (for all providers)

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual and all active Informational Bulletins posted for providers within 30 days of the date of this notification.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.