

FAX

To: All Aetna Better Health of Louisiana Providers

Date: April 12, 2018

Attention: LDH Behavioral Health Provider Manual.

Medicaid has published the chapter of the Behavioral Health Services Provider Manual associated with provider qualifications and requirements for the provision of Specialized Behavioral Health Services (SBHS).

This chapter replaces previously published provider qualifications and requirements found in the LBHP Service Definitions Manual (Version 9, 8.15.14) (ldh.la.gov/assets/docs/BehavioralHealth/LBHP/2014_RFP_Procurement_Library/LBHP_Service_Definitions_Manual_8.15.14.pdf) found ldh.la.gov/index.cfm/page/538/n/410. The remaining updates to this Manual will be forthcoming.

Aetna Better Health of Louisiana would like to ensure providers with whom we contract to provide SBHS meet minimum qualifications and requirements in accordance with these provisions, all applicable state and federal laws, rules and regulations, and CMS approved waivers and SPA.

Medicaid Provider Manuals may be accessed via the LA Medicaid Provider Manual webpage
www.lamedicaid.com/provweb1/Providermanuals/Intro_Page.aspx.

The Behavioral Health Services Provider Manual may be found
www.lamedicaid.com/provweb1/Providermanuals/BHS_Main.htm.

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

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