



Aetna Better Health of Louisiana Provider Relations

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.

Physical Health Provider Relations Representatives

Name	Phone	Email	Region(s)	Parishes	Provider Groups
Keiwana Hymel	504-264-8445	HymelK@aetna.com	1	Orleans, Jefferson	Tulane, LCMC
Elizabeth Thomas	225-348-2089	Thomase12@aetna.com	1	St. Bernard, Plaquemines	
Drakara Judson	225-433-3756	Judsond@aetna.com	2	East Baton Rouge, West Baton Rouge	FMOL
Sheri Smith	225-461-1769	Smiths80@aetna.com	2/3	Iberville, Ascension, East Feliciana, West Feliciana, Point Coupee, St. John, St. Charles, Lafourche, Assumption, St. James, St. Mary, Terrebonne	Healthlink
Kristen Hollier	337-458-6963	Hollierk@aetna.com	4/5	St. Landry, Evangeline, Acadia, Lafayette, St. Martin, Iberia, Vermillion, Jefferson Davis, Calcasieu, Cameron, Allen, Beauregard	Verity
Elizabeth Thomas	225-348-2089	Thomase12@aetna.com	6	Avoyelles, Rapides, Vernon, Grant, Winn, LaSalle, Catahoula, Concordia	
Whitney Walker	318-540-4017	walkerw@aetna.com	7	Sabine, Natchitoches, DeSoto, Red River, Caddo, Bossier, Webster, Claiborne, Bienville	

Tonya Nelson	318-314-4037	Nelsont1@aetna.com	8	Tensas, Franklin, Caldwell, Jackson, Lincoln, Union, Ouachita, Richland, Madison, East Carroll, West Carroll, Morehouse	
Elizabeth Oubre	985-645-1550	Oubree@aetna.com	9	St. Tammany, Tangipahoa, Washington, St. Helena Livingston	North Oaks
Kellie Hebert-Claims Educator	985-348-5763	Hebertk@aetna.com			Ochsner Health System, Claims State Complaints
Tiffanie Lemonds-Sr. Manager	225-348-3808	Lemondst@aetna.com			State Complaints
Courtney Lewis-LD Director	225-326-4840	Lewisc8@aetna.com			State Complaints

Behavioral Health Provider Relations Representatives

Name	Phone	Email	Region(s)	Parishes
Jennifer Thurman	318-413-0725	Thurmanj@aetna.com	2,4,5	West Feliciana, East Feliciana, West Baton Rouge, East Baton Rouge, Pointe Coupee, Iberville, Ascension, St. Landry, Evangeline, Acadia, Lafayette, St. Martin, Iberia, Vermillion, Allen, Beauregard, Jefferson Davis, Calcasieu, Cameron
Brandy Wilson	504-264-4016	Wilsonb8@aetna.com	1,3,9, 10	Orleans, St. Bernard, Plaquemines, Jefferson, St. Tammany, Tangipahoa, Washington, St. Helena, Livingston, St. John, St. Charles, St. James, Assumption, St. Mary, Terrebonne, Lafourche
Shalonda Schiele	318-758-0289	Schieles@aetna.com	6,7,8	Avoyelles, Rapides, Vernon, Grant, Winn, LaSalle, Catahoula, Concordia, Tensas, Franklin, Caldwell, Jackson, Lincoln, Union, Ouachita, Richland, Madison, East Carroll, West Carroll, Morehouse, Sabine, Natchitoches, DeSoto, Red River, Caddo, Bossier, Webster, Claiborne, Bienville