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**To:** AmeriHealth Caritas Louisiana Providers

**Date:** November 18, 2024

**Subject:** [Informational Bulletin 21-02: Medicaid Managed Care Transportation Provider Issue Resolution \(Revised November 13, 2024\)](#)

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**Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.**

### **Medicaid Managed Care Transportation Provider Issue Resolution**

This bulletin outlines the available options to transportation providers for pursuing resolution of issues with AmeriHealth Caritas Louisiana and the state's fee-for-service claims payment issues. Unless explicitly notated, providers should first seek resolution with AmeriHealth Caritas Louisiana/the MCO directly, prior to engaging LDH or other third parties.

For issues related to transportation claims, contact:

**Verida (formerly Southeastrans)**

470-819-4349

[claimdispute@verida.com](mailto:claimdispute@verida.com)

For issues related to transportation provider issue escalation and resolution- claim appeals, contact:

**Verida (formerly Southeastrans)**

[claimdispute@verida.com](mailto:claimdispute@verida.com)

VERIDA, Inc

ATTN: CFO 843 Dallas Hwy Villa Rica, GA 30180

<https://myverida.com/facilities-file-a-complaint-form/>

For issues related to AmeriHealth Caritas Louisiana provider complaint and escalation, contact:

**AmeriHealth Caritas Louisiana**

225-772-4706

AmeriHealth Caritas Louisiana

PO Box 7323 London, KY 40742

[brobertson@amerihealthcaritasla.com](mailto:broberson@amerihealthcaritasla.com)

For issues requiring executive level review, contact:

**Kyle Viator, CEO**

[kviator@amerihealthcaritasla.com](mailto:kviator@amerihealthcaritasla.com)

or

**Kyle Godfrey, COO**

[tgodfrey@amerihealthcaritasla.com](mailto:tgodfrey@amerihealthcaritasla.com)

For issues that require LDH escalation, contact:

**LDH** at [MedicaidTransportation@la.gov](mailto:MedicaidTransportation@la.gov)

**Note:** Always include details on attempts to resolve the issue with ACLA, as well as contact information (contact name, provider name, e-mail and phone number) so that LDH staff can follow up with any questions.

### **Independent Review**

In conjunction with the above claim dispute contacts, Independent Review is another option for resolution of claim disputes. The Independent Review process may be initiated after claim denial.

**Note:** Per House Bill No. 492 Act No. 349, an adverse determination involved in litigation or arbitration or not associated with a Medicaid enrollee shall not be eligible for independent review.

For full details, please see [IB 21.02 revised 11.13.24](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

### **Missed an Informational Bulletin?**

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Information Bulletins](#).

**Need to update your provider information?** Send full details to:  
[network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).



**Louisiana Department of Health  
Informational Bulletin 21-02  
Revised November 13, 2024**

**Medicaid Managed Care Non-Emergency Medical Transportation Provider Issue Resolution**













*Note: Revisions have been underlined. Deleted text indicated by ~~strikethrough~~.* This bulletin outlines the options available to non-emergency medical transportation (NEMT) providers for pursuing resolution of claims payment issues. NEMT providers must first seek resolution with the transportation broker directly, prior to engaging managed care organizations (MCO), third parties, or the Louisiana Department of Health (LDH).

For issues related to NEMT claims, contact:

Ctrl+Click logo to reach each broker's website						
MCO						
<b>CLAIM RECONSIDERATION</b>						
Time Requirements	Provider has 365 days from the date of denial to correct and resubmit denied claims. A request for claim reconsideration review must be <b>received from the provider within 180 calendar days</b> of the Remittance Advice paid date or original denial date. <b>A determination will be made by the broker within 30 days of receipt.</b>					
How to Submit	Request may be submitted verbally, in writing or through the web portal (if applicable). The broker shall provide a reference number for all requests for claim reconsideration. This reference number can be used for claim appeals if necessary.					
	<b>Email:</b> Billing Department <a href="mailto:Billing@MediTrans.com">Billing@MediTrans.com</a>	<b>Email:</b> <a href="mailto:claimsleadershipteam@verida.com">claimsleadershipteam@verida.com</a>  <b>Phone:</b> 678-510-4590  <b>Website:</b> <a href="https://provider.verida.com/">https://provider.verida.com/</a>	<b>Email:</b> Billing Department <a href="mailto:Billing@MediTrans.com">Billing@MediTrans.com</a>	<b>Email:</b> Billing Department <a href="mailto:Billing@MediTrans.com">Billing@MediTrans.com</a>	<b>Email:</b> <a href="mailto:LAProviderClaims@mtm-inc.net">LAProviderClaims@mtm-inc.net</a>  <b>Phone:</b> 888-889-0435  <b>Website:</b> <a href="https://tp.mtmlink.net/index/login">https://tp.mtmlink.net/index/login</a>	<b>Email:</b> <a href="mailto:Support.claims@modivcare.com">Support.claims@modivcare.com</a>  <b>Phone:</b> 800-930-9060 Claims Phone Line  <b>Website:</b> <a href="http://www.logisticare.com/provider-connections">www.logisticare.com/provider-connections</a>







**Claim Appeal: Transportation Provider Issue Escalation and Resolution**

The following chart outlines procedures for **non-emergency medical transportation (NEMT)** claim appeals.

						
<b>MCO</b>						
<b>CLAIM APPEAL</b>	Include any documentation from prior claim reconsideration requests when submitting a claim appeal.					
<b>Time Requirements</b>	An appeal must be <b>received from the provider within 90 calendar days</b> of the date on the determination letter from the original request for claim reconsideration.  A determination will be made by the broker within 30 calendar days of receipt.	An appeal must be <b>received from the provider within 90 calendar days</b> of the date on the determination letter from the claim reconsideration decision notice.  A determination will be made by the broker within 30 calendar days of receipt.	An appeal must be <b>received from the provider within 90 calendar days</b> of the date on the determination letter from the original request for claim reconsideration.  A determination will be made by the broker within 30 calendar days of receipt.	An appeal must be <b>received from the provider within 90 calendar days</b> of the date on the determination letter from the original request for claim reconsideration.  A determination will be made by the broker within 30 calendar days of receipt.	An appeal must be <b>received from the provider within 180 calendar days</b> of the claim reconsideration decision notice.  A determination will be made by the broker within 30 calendar days of receipt.	An appeal must be <b>received from the provider within 90 calendar days</b> of the claim reconsideration decision notice.  A determination will be made by the broker within 30 calendar days of receipt.
<b>How To Submit</b>	Request may be submitted in writing or through the web portal (if applicable).					
	<b>Email:</b> <a href="mailto:Appeals@meditrans.com">Appeals@meditrans.com</a>  <b>Mail:</b> MediTRANS ATTN: Billing 102 Asma Blvd. Suite 200 Lafayette, LA 70508  <b>Escalations:</b> <a href="mailto:director@meditrans.com">director@meditrans.com</a> (Subject Line: Appeal Escalation)	<b>Email:</b> <a href="mailto:claimdispute@verida.com">claimdispute@verida.com</a>  <b>Mail:</b> VERIDA, Inc ATTN: CFO 843 Dallas Hwy Villa Rica, GA 30180  <b>Website:</b> <a href="https://myverida.com/facilities-file-a-complaint-form/">https://myverida.com/facilities-file-a-complaint-form/</a>	<b>Email:</b> <a href="mailto:Appeals@meditrans.com">Appeals@meditrans.com</a>  <b>Mail:</b> MediTRANS ATTN: Billing 102 Asma Blvd. Suite 200 Lafayette, LA 70508  <b>Escalations:</b> <a href="mailto:director@meditrans.com">director@meditrans.com</a> (Subject Line: Appeal Escalation)	<b>Email:</b> <a href="mailto:Appeals@meditrans.com">Appeals@meditrans.com</a>  <b>Mail:</b> MediTRANS ATTN: Billing 102 Asma Blvd. Suite 200 Lafayette, LA 70508  <b>Escalations:</b> <a href="mailto:director@meditrans.com">director@meditrans.com</a> (Subject Line: Appeal Escalation)	<b>Email:</b> <a href="mailto:LAClaimEscalation@mtm-inc.net">LAClaimEscalation@mtm-inc.net</a>  <b>Mail:</b> MTM, Inc. ATTN: Claims Dept./LA Logistics 16 Hawk Ridge Circle Lake St. Louis, MO 63367  <b>Website:</b> <a href="https://tp.mtmlink.net/index/login">https://tp.mtmlink.net/index/login</a>	<b>Email:</b> <a href="mailto:support.claims@modivcare.com">support.claims@modivcare.com</a>  <b>Mail:</b> Modivcare Solutions LLC – Claims 4615 E. Elwood St., Suite 300, Phoenix, AZ 85040  <b>Website:</b> <a href="http://www.logisticare.com/provider-connections">www.logisticare.com/provider-connections</a>

**Independent Review**

In conjunction with the above claim dispute grid, Independent Review is another option for resolution of claim disputes.







<p>Ctrl+Click logo to reach each MCO's provider website</p>						
<p><b>INDEPENDENT REVIEW</b></p>	<p>The Independent Review process may be initiated after claim denial.  <b>Note: Per House Bill No. 492 Act No. 349, an adverse determination involved in litigation or arbitration or not associated with a Medicaid enrollee shall not be eligible for independent review.</b></p>					
	<ul style="list-style-type: none"> <li>• The Independent Review process was established by La-RS 46:460.81, et seq. to resolve claims disputes when a provider believes an MCO has partially or totally denied claims incorrectly. An MCO's failure to send a provider a remittance advice or other written or electronic notice either partially or totally denying a claim within 60 days of the MCO's receipt of the claim is considered a claims denial.</li> <li>• Independent Review is a two-step process which may be initiated by submitting an Independent Review Reconsideration Request Form to the MCO within 180 calendar days of the Remittance Advice paid, denial, or recoupment date. Request forms are available on MCO websites or at the link below.</li> <li>• If a provider remains dissatisfied with the outcome of an Independent Review Reconsideration Request, the provider may submit an Independent Review Request Form to LDH within 60 calendar days of the MCO's decision. Request form available at the link below.</li> <li>• Effective Jan. 1, 2018 there is a \$750 fee associated with an independent review request. If the independent reviewer decides in favor of the provider, the MCO is responsible for paying the fee. Conversely, if the independent reviewer finds in favor of the MCO, the provider is responsible for paying the fee.</li> <li>• SIU post-payment reviews are not considered claims denials or underpayment disputes, therefore, SIU findings are exempt from the Independent Review Process. <u>Except, per Act 204 of the 2021 Regular Legislative Session, mental health rehabilitation (MHR) service providers have the right to an independent review of an adverse determination by a managed care organization that results in a recoupment of the payment of a claim based on a finding of waste or abuse.</u></li> <li>• Additional detailed information and copies of above referenced forms are available at: <a href="https://ldh.la.gov/page/independent-review">https://ldh.la.gov/page/independent-review</a>.</li> <li>• For questions or concerns, contact LDH via email at <a href="mailto:IndependentReview@la.gov">IndependentReview@la.gov</a>.</li> </ul>					

**Provider Issue Escalation and Resolution – MCO Escalation**

**The following chart outlines procedures for MCO escalation for NEMT services**

LDH and MCOs recognize there will be instances when a provider may desire to escalate issue resolution to the attention of LDH or the MCOs’ executive teams. While the above chart is specific to claim issue resolution, the following options are available for resolution of all issue types, including claims.

Providers should first seek resolution with the transportation broker. If a provider is unable to reach satisfactory resolution or get a timely response through the transportation broker, the provider should seek resolution with the MCO. The chart below contains each MCO’s escalation process. If the provider is unable to reach satisfactory resolution or get a timely response through the MCO, the provider may contact LDH for assistance.

Ctrl+Click logo to reach each MCO’s provider website						
<b>MCO ESCALATION</b>						
<b>Formal Complaint</b>	<b>Phone:</b> 855-242-0802	<b>Phone:</b> 225-772-4706	<b>Phone:</b> 844-521-6942 or 504-836-8888	<b>Phone:</b> 800-448-3810	<b>Phone:</b> 866-595-8133	<b>Phone:</b> 504-849-1567

	<p><b>Email:</b> <a href="mailto:LAProvider@aetna.com">LAProvider@aetna.com</a></p> <p><b>Mail:</b> Aetna Better Health of Louisiana 2400 Veterans Memorial Blvd. Suite 200 Kenner, LA 70062</p>	<p><b>Email:</b> <a href="mailto:bobertson@amerihealthcaritasla.com">bobertson@amerihealthcaritasla.com</a></p> <p><b>Mail:</b> AmeriHealth Caritas Louisiana Attn: Provider Complaints PO Box 7323 London, KY 40742</p>	<p><b>Email:</b> <a href="mailto:laprovidercomp@healthyblue.com">laprovidercomp@healthyblue.com</a></p> <p><b>Mail:</b> Healthy Blue 3850 N. Causeway Blvd. Suite 1770 Metairie, LA 70002</p> <p><b>Web:</b> <a href="https://provider.healthyblue.com/docs/gpp/LA_CAID_Provider_Comp_laintSubmissionForm.pdf?v=202208181706">https://provider.healthyblue.com/docs/gpp/LA_CAID_Provider_Comp_laintSubmissionForm.pdf?v=202208181706</a></p>	<p><b>Email:</b> <a href="mailto:humanahealthyhorizonslouisiana@humana.com">humanahealthyhorizonslouisiana@humana.com</a></p> <p><b>Mail:</b> Humana Healthy Horizons of Louisiana 1 Galleria Blvd. Suite 1000 Metairie, LA 70001</p>	<p><b>Email:</b> <a href="mailto:providercomplaints@louisianahhealthconnect.com">providercomplaints@louisianahhealthconnect.com</a></p> <p><b>Mail:</b> Louisiana Healthcare Connections Attn: Provider Complaints P.O. Box 84180 Baton Rouge, LA 70884</p>	<p><b>Email:</b> <a href="mailto:latransportation@uhc.com">latransportation@uhc.com</a></p> <p><b>Mail:</b> United Healthcare Community Plan 3838 N. Causeway Blvd. Suite 2600 Metairie, LA 70002</p>
<b>Management Level Contacts</b>	<p><b>Stella Joseph</b> Senior Manager of Appeals and Grievances  <a href="mailto:LAAppealsandGrievances@aetna.com">LAAppealsandGrievances@aetna.com</a></p>	<p><b>Kyle Godfrey</b> COO  <a href="mailto:kgodfrey@amerihealthcaritasla.com">kgodfrey@amerihealthcaritasla.com</a></p>	<p><b>Rosetta Duplessis</b> Process Expert Sr. Operations  <a href="mailto:Rosetta.Duplessis@healthyblue.com">Rosetta.Duplessis@healthyblue.com</a></p>	<p><b>Alicia Coleman</b> Associate Director, Provider Contracting  <a href="mailto:acoleman9@humana.com">acoleman9@humana.com</a></p>	<p><b>Candace Kliesch</b> Director of Compliance  <a href="mailto:Candace.H.Kliesch@louisianahhealthconnect.com">Candace.H.Kliesch@louisianahhealthconnect.com</a></p>	<p><b>Yolanda Hubbard</b> Associate Director of Operations  <a href="mailto:Yolanda_M_Hubbard@uhc.com">Yolanda_M_Hubbard@uhc.com</a></p> <p><b>Retresha Ambrose</b> Operations Manager <a href="mailto:Retresha_ambrose@uhc.com">Retresha_ambrose@uhc.com</a></p>
<b>Executive Level Contacts</b>	<p><b>Linda K. Morrison</b> COO <a href="mailto:MorrisonL2@aetna.com">MorrisonL2@aetna.com</a></p>	<p><b>Kyle Viator</b> CEO <a href="mailto:kviator@amerihealthcaritasla.com">kviator@amerihealthcaritasla.com</a></p>	<p><b>Janel Gary</b> COO <a href="mailto:Janel.Gary@healthyblue.com">Janel.Gary@healthyblue.com</a></p>	<p><b>Rhonda Bruffy</b> COO <a href="mailto:rbruffy@humana.com">rbruffy@humana.com</a></p>	<p><b>Joe Sullivan</b> CEO <a href="mailto:Joe.M.Sullivan@louisianahhealthconnect.com">Joe.M.Sullivan@louisianahhealthconnect.com</a></p>	<p><b>Susan Mieras</b> Director of Operations <a href="mailto:Susan_j_Mieras@uhc.com">Susan_j_Mieras@uhc.com</a></p>
<b>LDH ESCALATION</b>	If a provider is unable to reach satisfactory resolution or receive a timely response through the MCO escalation process, contact LDH using the information below.					

**How to  
Submit**

Contact LDH staff via email at [MedicaidTransportation@la.gov](mailto:MedicaidTransportation@la.gov) or via phone at 225-333-7473 or 225-342-9566. Include details on all attempts made to resolve the issue(s) at both the broker level and the MCO level.

Ensure you include contact information so that LDH staff may follow up with any questions.