

Introduction

LaCare

About LaCare

Who We Are

LaCare is the Medicaid managed care program of AmeriHealth Mercy of Louisiana, Inc. and part of the AmeriHealth Mercy Family of Companies, one of the largest organizations of Medicaid managed care plans in the United States. LaCare, headquartered in Baton Rouge, Louisiana, is a mission driven health care organization that helps people get care, stay well and build healthy communities.

Our Values

Our service is built on these values:

Advocacy
Care of the Poor
Compassion
Competence
Dignity
Diversity
Hospitality
Stewardship

Provider Services 888-922-0007

www.lacarelouisiana.com

Important LaCare Telephone Numbers

Department	Phone	Fax
24 Hour Nurse Line	888-632-0009	
Behavioral Health Services	DHH #'s or new MCO	
Complex Care Management	888-643-0005	866-426-7309
Credentialing Department	888-913-0349	866-242-3461
Dental Benefits (Under 21)	DHH	
Enhanced Dental Benefit (21 and older)	800-508-6785	
DME/Outpatient Therapy Unit	888-913-0350	866-397-4522
EDI Technical Support Unit	866-428-7419	
EMDEON Provider Support Line	800-845-6592	
ER Hospital Admission	888-913-0350	866-397-4522
Home Infusion		
Injectable Prior Authorization (pharmaceuticals over \$250 when administered in an office/outpatient setting)–		
LaCare Special Programs (Family Planning)		
LaCare Fraud & Abuse Hotline	866-833-9718	
NON EMERGENCY TRANSPORTATION (MTM)	888-913-0364	
Medical Director Hotline		
Member Services Department	888-756-0004	866-397-4521
Outreach & Health Education Programs	888-643-0005	866-426-7309
Pediatric Preventative Health Care Program (Known as EPSDT)	888-643-0005	866-426-7309
Louisiana REVS Eligibility Verification System	800-776-6323	
Pharmacy Services Administered by Louisiana Medicaid	800-437-9101	
Pharmacy Prior Authorization (Specialty Drugs-J codes on Professional Fee Schedule)	855-452-9131	
Prior Authorization	888-913-0350	866-397-4522

Department	Phone	Fax
Provider Claim Services Unit	888-922-0007	866-426-7393
Provider Network Management	877-588-2248	
Provider Services Department	888-922-0007	866-426-7393
Quality Management		
Rapid Response	888-643-0005	877-724-4838
Special Needs Case Management	888-643-0005	866-426-7309
Supply Request Form		
Transportation Unit (LaCare)	888-913-0364	
TTY - Telecommunications for the Hearing Impaired	866-428-7588	
Utilization Management (Main Toll Free Number)	888-913-0350	866-397-4522
Direct Dial Team Numbers:		
Adult Concurrent Review	888-913-0350	866-397-4522
Pediatric Concurrent Review	888-913-0350	866-397-4522
NICU Review	888-913-0350	866-397-4522
OB Concurrent Review	888-913-0350	866-397-4522
Maternity Data (WeeCare)	888-913-0327	888-877-5925
Discharge Notification	888-913-0350	866-397-4522
Discharge Planning	888-913-0350	866-397-4522
Vision Benefit Administrator	800-877-7195	
WeeCare (Maternity Management)	888-913-0327	888-877-5925
Vaccines for Children Program	504- 838-5300	

LaCare understands that our success and successful healthcare strategies are dependent on a true partnership and collaboration with our provider networks. LaCare has contractual relationships with our providers pursuant to which our providers operate as independent contractors to provide services to LaCare members in exchange for an agreed upon fee. LaCare has no ownership interest in our network providers. LaCare directs its members to specific providers or groups of providers according to geographic access standards, member cultural or language preferences/needs and the appropriate provider type/specialty to meet the medical needs of the member. Members are given a choice of at least two providers from which to obtain services

LaCare will implement Regional Provider Councils in Louisiana as a forum to give providers a voice in our programs. Through the Councils, providers and other stakeholders offer input and direction regarding LaCare's policies, procedures and programs, including mechanisms LaCare can use to influence member behavior.

For information on becoming a member of a Regional Provider Council, please contact your Network Development Representative

Provider's Bill of Rights

Every provider in LaCare's Network is assured of the following rights:

A Health Care Professional, acting within the lawful scope of practice, shall not be prohibited from advising or advocating on behalf of a member who is his/her patient, for the following:

- The member's health status, medical care, or treatment options, including any alternative treatment that may be self-administered.
- Any information the member needs in order to decide among all relevant treatment options.
- The risks, benefits, and consequences of treatment or non-treatment.
- The member's right to participate in decisions regarding his/her health care, including the right to refuse treatment, and to express preferences about future treatment decisions.
- To receive information on the Grievance, Appeal and State Fair Hearing procedures.
- To have access to LaCare's policies and procedures covering the authorization of services.
- To be notified of any decision by the CCN to deny a service authorization request, or to authorize a service in an amount, duration, or scope that is less than requested.
- To challenge, at the request of the Medicaid/CHIP member on their behalf, the denial of coverage of, or payment for, medical assistance.
- The CCN's provider selection policies and procedures must not discriminate against particular providers that serve high-risk populations or specialize in conditions that require costly treatment.
- To be free from discrimination for the participation, reimbursement, or indemnification of any provider who is acting within the scope of his/her license or certification under applicable State law, solely on the basis of that license or certification.

Provider Demographic Information

Accurate provider information is imperative to successful participation in our network. Correct phone numbers and addresses are necessary for our members to make appointments and find your office location. Correct NPIs, Tax IDs and remittance addresses are necessary for you to be properly reimbursed for your services. Once you receive your welcome letter, we ask that you go to our online provider directory at www.lacarelouisiana.com and verify your provider information is accurate. LaCare periodically provides a report containing the demographic information we have on file. Please review this information and notify us of needed corrections. It is necessary for you to notify us of changes in your provider information so claims can be paid accurately. We must send updated information to the enrollment broker so members are accurately assigned to a PCP.

Email

LaCare frequently issues email notices so please provide your current email address to the Network Management Department.