

Provider Notice

Louisiana Department of Health Informational Bulletin 19-3

Revised July 10, 2026

Medicaid Provider Issue Resolution

This bulletin outlines the available options to providers for pursuing resolution of issues with Medicaid managed care organizations (MCO) and the state's fee-for-service claims processor, Gainwell Technologies. Unless explicitly notated, providers should first seek resolution with the MCO or Gainwell directly, prior to engaging LDH or other third parties.

For issues related to claims or services rendered under fee-for-service Medicaid, contact:

Gainwell Technologies
1-800-473-2783
P.O. Box 91024, Baton Rouge, LA 70821

For issues related to MCO claims, contact:

Aetna
1-855-242-0802
LAProvider@aetna.com

AmeriHealth Caritas Louisiana
1-888-922-0007
network@amerihealthcaritasla.com

Healthy Blue
1-844-521-6942
lainterpr@healthybluela.com

Humana Healthy Horizons in Louisiana
1-800-448-3810
lamedicaidproviderrelations@humana.com

Louisiana Healthcare Connections
1-866-595-8133
[BRO PR Operations@louisianahealthconnect.com](mailto:BRO_PR_Operations@louisianahealthconnect.com)

UnitedHealthcare Community Plan
1-866-675-1607

The email address laproviders@uhc.com is no longer being monitored. The UnitedHealthcare provider call center and P.O. box remain available.

For issues related to managed care pharmacy claims, contact the MCO's pharmacy benefits manager:

Aetna Better Health of Louisiana
CVS Caremark Pharmacy
Help Desk Phone Number 1-855-364-2977

AmeriHealth Caritas Louisiana
PerformRx
1-800-684-5502

Healthy Blue
Carelton Rx
1-833-485-6236

Humana Healthy Horizons in Louisiana
Humana Pharmacy Solutions Inc.
1-833-252-1677

Louisiana Healthcare Connections
Express Scripts Inc.
1-833-750-4451

UnitedHealthcare Community Plan
Optum Rx
1-866-328-3108

For fee-for-service pharmacy claims, call Gainwell Technologies at 1-800-648-0790.

Provider Issues Louisiana Medicaid Contact

Third Party Liability - TPL.inquiries@la.gov

MES Inquiries - MESInquiries@la.gov

Member Linkage Issues - MemberLinkage@la.gov

Claim Reconsideration and Claim Appeal

This [Claim Dispute Grid](#) outlines claim dispute procedures for filing formal claim reconsideration requests and claim appeals with each MCO.

Independent Review

In conjunction with the [Claim Dispute Grid](#), independent review is another option for resolution of claim disputes.

Louisiana Medicaid Independent Review – IndependentREview@la.gov