



*This notification is being published at the request of the
Louisiana Department of Health (LDH).*

ATTENTION ALL PROVIDERS

Healthy Louisiana schedules flood-related emergency response calls for providers

Beginning Friday August 19, 2016, the Louisiana Department of Health and the Healthy Louisiana plans will host a series of provider calls to address provider issues related to the current flood-related emergency situation. These calls are limited to providers located in or serving areas affected by the recent flooding.

Five calls have been scheduled, each focusing on a specific health plan and their emergency procedures. See below for dates, times and health plan focus. Additional call dates will be added if needed to ensure timely and effective communication between providers, the health plans and the Department.

Non-emergency provider related issues should be addressed with the provider relations staff at the appropriate health plan. Non-emergency behavioral health issues should be addressed with health plan's provider relations staff or on the regularly scheduled weekly provider calls.

The first provider call for UnitedHealthcare Community Plan has been scheduled for:

- Thursday, August 25, 2016 - UnitedHealthcare Community Plan

The call will take place from noon until 1:30 p.m. The call-in information is as follows:

- **Conference Number:** 888-557-8511
- **Access Code:** 8301342

LDH offers providers numerous avenues for reporting and resolving issues related to Healthy Louisiana. Please refer to [Information Bulletin 12-27](#) posted on www.makingmedicaidbetter.com. This bulletin also includes contact information for each of the health plans.

If you are not able to participate on one of the calls and have questions, please contact the Healthy Louisiana plans directly.

If you have questions for Medicaid, please email them to Healthy@la.gov.