



Aetna Better Health of Louisiana

Provider Quick Reference

Aetna Better Health® of Louisiana

This guide is intended to be used for quick reference. For detailed information, refer to the Provider Manual located at www.aetnabetterhealth.com/louisiana.

Aetna Better Health of Louisiana Leadership	
Sonya Nelson (Nelsons4@aetna.com)	Chief Executive Officer (Interim)
Molly Votaw (Votawm@aetna.com)	Chief Financial Officer
Brian Knobloch (Knoblochb@aetna.com)	Chief Operations Officer (Interim)
Antoinette Logarbo (Logarboa@aetna.com)	Chief Medical Officer
Jared Wakeman (Wakemanj@aetna.com)	BH Medical Director
Emily Byrd (Byrde3@aetna.com)	Compliance Lead
Kelly Gay (Gayk@aetna.com)	Behavioral Health Director
Courtney Lewis (Lewisc8@aetna.com)	Provider Relations Director
Tiffanie Lemonds (Lemondst@aetna.com)	Provider Relations Manager

Secure Provider Web Portal (Eligibility verification, Data Access, Claim Inquiries, Auto Authorization)	
Portal Registration	Portal Registration: https://www.availity.com/Essentials-Portal-Registration Existing Providers: https://apps.availity.com/availity/web/public.elegant.login

To **join our network** please visit <https://www.aetnabetterhealth.com/louisiana/providers/join-network.html>

Quick Reference Aetna Better Health of Louisiana Electronic Claims Payer ID:128LA	
Claim Inquiries	Call our Claims Investigation and Research Department (CICR) at 1-855-242-0802
Prior Authorizations	A prior authorization can be submitted by: • Provider Web Portal • Fax- 1-844-227-9205 • Toll free 1-855-242-0802 Behavioral Health: • Fax 1-844-634-1109 • AetnaBetterHealthofLA-CMREFERRAL@aetna.com
Grievances and Appeals	Call: 1-855-242-0802 Email: LAAppealsandGrievances@aetna.com Fax: 1-860-607-7657 Write: Aetna Better Health of Louisiana Grievance and Appeals Department PO Box 81040 5801 Postal Road Cleveland, OH 44181
Provider Relations	1-855-242-0802