

July 15, 2020

### OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals, as well as current health plan advisories (HPAs), and informational bulletins (IBs) when submitting claims. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

Beginning August 2020, ABHLA will be enforcing the requirements for submitting claims as outlined in the [provider manuals](#) for Louisiana. As part of this initiative, ABHLA will be regularly reviewing areas that may have a greater impact on providers, and will deploy additional notifications, webinars, and other educational opportunities to ensure compliance with the requirements that have been outlined.

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual, current HPAs, and current IBs within 30 days of the date of this notification.

### Questions and Support:

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.